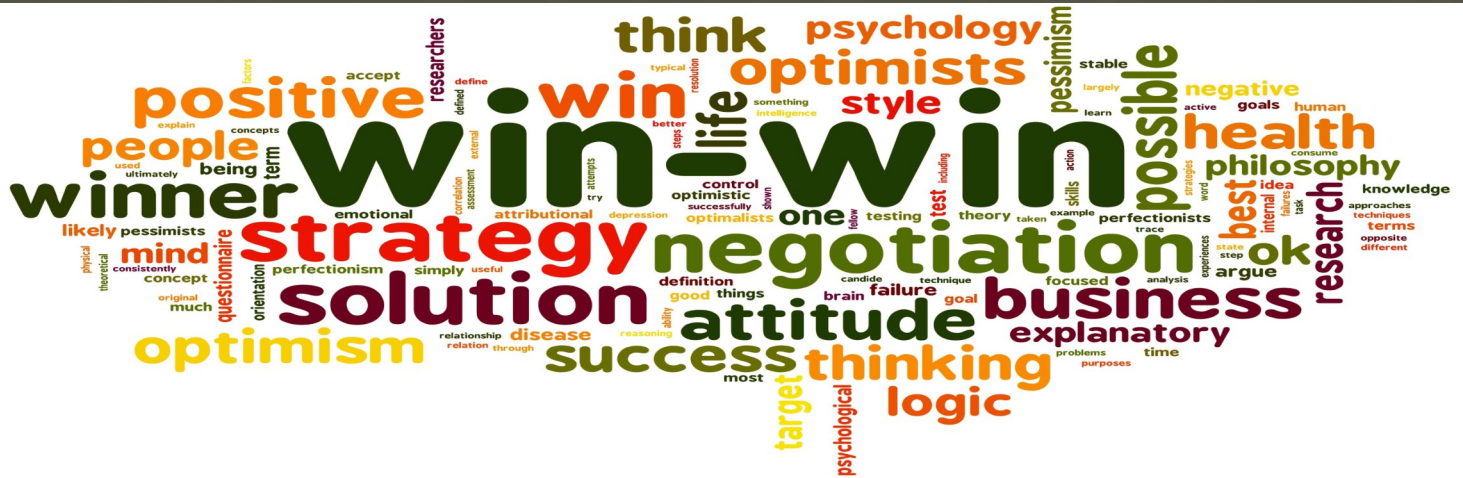




PRESENTS  
**NEGOTIATING SKILLS**



### Programme Background

Negotiation is an integral part of creating value for the organization. Your success depends on your personal skills as a negotiator, whether you are seeking resources for your project or team, deciding on a new hire’s salary, or inking a high-stakes deal for your company. In this negotiation training program, you will gain insight into the habits of dealmakers as you build your own skills. Through a series of group exercises, you will learn how to execute proven tactics, refine your personal negotiating style, and improve your ability to bargain successfully and ethically in any situation. Along the way, you will gain new appreciation for how negotiating skills can help you overcome a wide range of challenges—at work and beyond.

### Target Group:

Front Sales Team, Customer Service Team, Relationship Managers .

### Program Takeaways

- ◆ The individual after the program will be able to
- ◆ Determine the importance of negotiation in the sales process
- ◆ Identify key steps to take at every point in the negotiation process
- ◆ Determine how to use various negotiation strategies to achieve results
- ◆ Use effective communication to achieve good negotiation outcomes



### Facilitator : Mr. Hemanth Raj Angdambe

Worked with Standard Chartered Bank Nepal for 22 years  
Managed SCBNL retail products for 14 years of which handled home loan product 12 years (2002 to 2014).  
Undergone training in areas like, sales & marketing, presentation and facilitator skill training, negotiation skills, time management etc. Higher level training like Great Manager Programs, Leadership training etc.

## Program Details

### Program Delivery:

- ◆ Lecture, Discussion/interaction, experiences sharing
- ◆ PPT with discussion and interaction.

**Date & Time:** 25th August 2018 (8:30am to 3:45pm)

**Venue:** Hotel Panchali, Biratnagar



Time	Details	Session
8:30 am to 8.45 am	Introduction	Session 1
8.45 am to 10.00 am	<ol style="list-style-type: none"> <li>1. What is negotiation – Understanding with case tasks</li> <li>2. Why negotiate</li> </ol>	
10.00 am to 10.15 am	Tea Break	
10.15 am to 11.45 am	<ol style="list-style-type: none"> <li>3. Customer attitudes</li> <li>4. Negotiation with prospects and customers</li> <li>5. Overview of the sales process</li> <li>6. Do's &amp; Don'ts in a negotiation                             <ul style="list-style-type: none"> <li>◆ Before negotiation begins</li> <li>◆ During negotiation</li> <li>◆ After the negotiation</li> </ul> </li> </ol>	Session 2
Lunch Break		
12.30 pm to 2.00 pm	<ol style="list-style-type: none"> <li>7. Handling objections and resistance</li> <li>8. Negotiation outcomes</li> <li>9. Mistakes to be avoided in negotiation</li> </ol>	Session 3
2.00 pm to 2.15pm	Tea Break	
2.15 pm to 3.45 pm	<ol style="list-style-type: none"> <li>10. Negotiation strategies</li> <li>11. Conflict Management                             <ul style="list-style-type: none"> <li>◆ Different management styles</li> <li>◆ Thomas-Kilmann instrument to assess preferred style</li> </ul> </li> <li>12. Communication skills                             <ul style="list-style-type: none"> <li>◆ Oral communication</li> <li>◆ Listening- a strong negotiation tool</li> <li>◆ Non-verbal communication</li> </ul> </li> <li>13. Experience Sharing</li> </ol>	Session 4