

Program Details

Program Delivery:

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

Date & Time: 26th February 2019
(8:30am to 3:45pm)

Venue: Hotel Sargam, Phidim



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