



Lisa Jeskins Training

Engaging training for information professionals

Course outline

Negotiating and influencing skills

Course aim

To introduce library staff to a range of techniques and theories to improve their negotiating and influencing skills with suppliers and internal stakeholders

Objectives

At the end of the course participants will have:

1. Defined negotiation
2. Discussed different theories of negotiation
3. Identified opportunities when negotiations can be used
4. Established how to prepare yourself for a negotiation
5. Reflected on ways to increase your own confidence in negotiating
6. Examined different ways of influencing people
7. Identified unfair tactics and pitfalls
8. Practised negotiating in pairs/small groups
9. Reflected on analysing performance

Content

- What is negotiation
- Negotiation styles
- Stages and approaches to negotiation
- Preparation
 - Research
 - Vendor, product, market values
 - What is our best outcome, walk away position and best alternative to a negotiated agreement
- Negotiation
 - Skills
 - Influence (7 traits and 6 laws)
- Practice
- Reviewing performance

Course type

The session will include a mixture of group discussion work.

All courses are tailored to meet your specific requirements. [Please contact me for further details.](#)