

Negotiation Training

Integrated Non-Verbal Communication

Everyone is looking for a deal and the dot coms are dropping the bottom out of prices. This course covers the non verbal techniques used to assess the real motives of the buyer and trains negotiators and sales people to hold the line on pricing and grow profitability where it's lacking.

Designed for 12 - 24 people this two-day workshop focuses taking control of our communication and using it strategically to help deal with the situations we face everyday.

Know who you're negotiating with.

- Identify buying behaviors
- Manage your body language
- Move with positive affect
- Convey confidence

Start high to finish high

- Plan your opening
- Set the stage with
- Know the market

Silence

- When to shut up
- How to keep your mind clear

Relationship

- Personal topics - personal voice
- Treat people like people
- Manage the time crunch

Read their honesty

- What do they really believe
- How confident are they
- Is that the truth?

Let them know you're serious

- Business topics - business voice
- Separate business - relationship
- Know when and how to say "No"

Know when they've bought

- Stop selling
- Questions that help them decide
- What to avoid

What to do when you deadlock

- How to relax so they will
- Words, body, voice
- Language that works



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