

# **EFFECTIVE COMMUNICATION AND PRINCIPLED NEGOTIATION**

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**Tools, techniques, and teaching that develops the ability to get along with others,  
and help them to cooperate with you**

## **DELIVERY METHOD:**

**Interactive** learning in a safe and friendly environment, with presentation, handouts, and voluntary participation.

## **AIM:**

**To** guide delegates on a journey of self discovery, through new and familiar territory, heightening self awareness, and giving practical skills and advice on communication and negotiation that can have immediate personal and professional benefits, laying the foundations for future development.

## **OVERVIEW:**

**Communication and Negotiating** are facts of life. We use these skills at home and at work. Your job may require you to use them with internal or external parties in a variety of contexts, for example, partnerships, service provision, buying and selling. It is not easy to communicate and negotiate well however, and many people fall into two camps - some give in too easily and therefore makes concessions readily to avoid conflict, whereas others see the situation as a contest of wills and often end up arguing over positions rather than interests, digging in and making no headway. To become an effective communicator and principled negotiator requires well developed interpersonal skills, the desire to build effective relationships, a self-awareness about the impact you have on others, and an awareness of the impact that others have on you. Those difficult conversations, heightened emotions, unresolved issues and ignored feelings can have a quantifiable negative impact. This course will hone your existing and newly acquired skills, increasing your proficiency as a communicator, enabler, and negotiator improving quality of life at home and in business.

## **WHO SHOULD ATTEND:**

**Anyone** who wishes to develop their communication and negotiation skills.

## **OBJECTIVE:**

**TO** give a clearer understanding of the dynamics of Human Interaction and to offer techniques, teaching, and observations to develop the skills of Effective Communication and Principled Negotiation.

## CONTENT

- **Introduction** - How it begins generally determines how it proceeds. We look at what happens when we meet others. We look at the power and influence of likeability, and the importance of empathy in human contact.
- **Perception** - How we gather information and translate that into action. We look at the dangers of misreading the information, assuming, and game playing.
- **Self Awareness and the Awareness of others** - How we find out more about ourselves and the people we deal with. We look at the building blocks of positive and effective communication through understanding and disclosure.
- **Personality** - How we think, make decisions, and approach the world around us. We take a look at the various personality types. We look at how understanding the personalities traits of ourselves and others can be an aid to better communication, less stress and greater empathy towards others.
- **Negotiation** - Principled negotiation goes beyond win-win and compromise. We look at how active listening and effective communication helps with principled negotiation, which seeks out gains on both sides, leading to long trusting relationships and deals that are mutually beneficial.
- **Planning for Action** - Taking away the tools, techniques, and teaching. We look at what we have learned. We look at what we will use.