



## Trainee's View:

"I have learned a lot in the training. I wish to thank you for the great time. How I wish all personnel of Tadmur would have the chance of attending such kind of Training with you as a trainer. The training /seminar would not be valuable and effective if somebody will facilitate it. You are simply a "perfect trainer."

A trainee from Tadmur Contracting & Trading, Doha, Qatar

## Registration:

Please email to [training@shahzadtc.com](mailto:training@shahzadtc.com) for nomination.

## Fee:

Please email to [training@shahzadtc.com](mailto:training@shahzadtc.com).

## Shahzad Training & Consulting International

### KSA Office:

P.O. Box 231719, Riyadh 11321, KSA  
Fax: +966 (1) 2050081

### Registered Office:

E-29 Block 4, Gulshan Iqbal, Karachi, Pakistan  
Tel: +92 (21) 5455173  
Fax: +92 (21) 4960459

### Website:

[www.shahzadtc.com](http://www.shahzadtc.com)

Language: English

Duration: 1 ½ - 1 ¾ Days

Target Audience: All managers and staff dealing interacting with internal and external suppliers and customers

We interact internally as well as externally on a daily basis. We reply to emails, attend meetings, deliver presentations, and discuss issues. While doing so we try to influence others and to negotiate to get what we want - our goals. Unfortunately, most of us do this without knowingly using the techniques to handle different behaviors. Similarly, we jump right into a discussion without preparing for it.

**Influencing & Negotiation Skills is an extremely practical training which will help you learn how to handle different human behaviors and techniques for successful negotiations.**

Sneak Preview:

|               |                | Assertive-Responsive Model  |  |
|---------------|----------------|---|--|
|               |                | Assertive, Non-Responsive Behavior: Aggressive (A)  | Assertive, Responsive Behavior: A-R  |
| Assertiveness | Assertiveness  | <p><b>Features:</b></p> <ul style="list-style-type: none"> <li>Orientation: Task, rather than People</li> <li>Control/Risk: Controller</li> <li>Decision Making: Decisive, Determined</li> <li>Flexibility: Low</li> <li>Patience: Impatient</li> <li>Emotions/Energy: Controlled, High</li> </ul>            | <p><b>Features:</b></p> <ul style="list-style-type: none"> <li>Orientation: Both Task and People</li> <li>Control/Risk: Leader, Creative, Risk Taker</li> <li>Decision Making: Decisive</li> <li>Flexibility: Medium</li> <li>Patience: Medium</li> <li>Emotions/Energy: Expressive, High</li> </ul> |
|               | Responsiveness | <p><b>Features:</b></p> <ul style="list-style-type: none"> <li>Orientation: More People than Task</li> <li>Control/Risk: Depends on Others, Risk Avoider</li> <li>Decision Making: Slow, Skeptical</li> <li>Flexibility: Low</li> <li>Patience: Variable</li> <li>Emotions/Energy: Controlled, Low</li> </ul> | <p><b>Features:</b></p> <ul style="list-style-type: none"> <li>Orientation: More People than Task</li> <li>Control/Risk: Depends on Others, Risk Avoider</li> <li>Decision Making: Slow</li> <li>Flexibility: High</li> <li>Patience: Medium</li> <li>Emotions/Energy: Expressive, Medium</li> </ul> |

March 20, 2006

Smart Negotiation Skills

50

## Training Objectives:

- To learn what negotiation is and what it is not!
- To learn types of negotiations
- To learn how to prepare for a negotiation
- To learn how to enhance your personal power for a negotiation
- To learn how to deal with different human behaviours while negotiating
- To learn how to conclude and follow up a negotiation

## Practical Aspects:

- Case Studies from Best in Class Organizations
- Real Life Activities
- Practical use of Assertiveness Model

## Trainer

Ahsan S. Razaq, Managing Director of Shahzad Training & Consulting International, holds Bachelors and Masters Degrees in Mechanical Engineering from Kansas State University, USA. Ahsan possesses over twelve years of work experience from companies like Procter & Gamble and Henkel in Karachi, Jeddah and Riyadh. He has conducted many trainings on this subject in Riyadh, Karachi and Istanbul. He worked as a consultant for Saudi Telecom's procurement