



Testimonials:

"I... SAID TO ME THAT HE HAD NEVER LEARNT SO MUCH ABOUT PURCHASING AS HE COULD DURING THOSE TWO DAYS OF SHARED LEARNING. I AM TRULY GRATEFUL THAT HE HAS A WONDERFUL ENCOURAGEMENT OF WHAT YOUR ORGANIZATION STANDS FOR."

"... MY PEOPLE ARE EXTREMELY HAPPY WITH THE PROFESSIONAL & EFFICIENT RECRUITMENT SERVICES PROVIDED BY YOUR RECRUITMENT TEAM."

"THE EARLY RESULTS OF THE COURSES RUN BY YOU ARE VERY PROMISING. THE TEACHING MATERIALS AND YOUR VERY SIMPLE TO UNDERSTAND AND PRACTICAL, SO THAT ATTENDEES CAN READILY IDENTIFY WITH BOTH THE PROBLEM AND SOLUTION IN A VERY TIME & BREVIOUS AND USED IN THEIR DAILY WORK."

"I HAVE LEARNED A LOT IN THE TRAINING. I WISH TO THANK YOU FOR THE GREAT TIME NOW I WISH ALL PERSONNEL OF TAJMAH WOULD HAVE THE CHANCE OF ATTENDING SUCH KIND OF TRAINING WITH YOU AS I BELIEVE THE TRAINING SEMINAR WOULD NOT BE VALUABLE AND EFFECTIVE IF SOMEBODY WILL PARTICIPATE YOU HAVE GIVEN A WORD OF THANKS."

"THANK YOU FOR YOUR KIND & HAIL. ALL MY COLLEAGUES WERE IMPRESSED BY THE TRAINING COURSE AND THEY LOOK FOR MORE."

"THANKS A LOT FOR YOUR FOLLOW UP & KNOWLEDGE I GAIN FROM YOU. REALLY YOUR COURSE AFFECTED ME A LOT."

"IT WAS REALLY A NICE SESSION. I WAS THERE THROUGHOUT OF YOUR PRESENTATION AND FOUND THIS VERY INTERESTING AND PRACTICAL. I WILL TRY TO IMPLEMENT THE STRATEGIES SUGGESTED AND APPLY THE TECHNIQUES LEARNED IN THE PRESENTATION."

Training Uniqueness:

- Focus on practical application of theory with real life examples from global companies
- Examples from various industries – FMCG, Oil & Gas, Pharmaceutical, Services, Food Services, Retail, etc.
- Experience sharing from different parts of the world
- Practical handouts/ worksheets for immediate application and use
- Case Studies during the trainings
- Post training assessment

Shahzad Training & Consulting International (STCI)

Lahore, Pakistan
Learning@shahzadtc.com
www.shahzadtc.com

Training Investment:

- Please email at learning@shahzadtc.com

Payment:

- 100% Advance Payment
- Cancellation charge 50% one week before training; 100% afterwards
- Payment by telegraphic transfer to STCI company account

Dates: TBA

Venue: TBA

Please email your nomination to:

learning@shahzadtc.com

Language: English

Training Course Level: Basic – Intermediate – Advanced

Methods of Delivery: Instructor Lead Classroom OR Virtual Session of 2 Days Duration; Delivered as a public session OR in-house

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

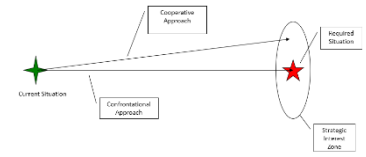
We interact internally as well as externally on a daily basis. We reply to emails, attend meetings, deliver presentations, and discuss issues. While doing so we try to influence others and to negotiate to get what we want - our goals. Unfortunately, most of us do this without knowingly using the techniques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

Training Course Introduction:

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

Training Objectives:

- To define negotiation
- To learn types of negotiation
- To learn how to plan for a negotiation
- To learn how to influence behaviors
- To learn how to conduct a negotiation
- To learn how to document agreements



Training Contents:

Definitions

Negotiation Types

Planning Negotiation

- General Negotiation Situations
 - To convince others of your suggested proposal
 - To convince others to use your product or service
 - To convince others of comparative importance of your focus
- Negotiation Planning Tools
 - Grid Analysis
 - Cost Benefit Analysis

Negotiation Planning Tools

- Pro's & Con's
- Unique Selling Proposition (USP)
- ABC Analysis

Conducting Negotiations

- Behavior Handling Techniques
- Negotiation Techniques
- Negotiation Mistakes

Documenting Agreements

Case Study

Test

General Negotiation Situations & Suggested Planning Tools

To convince others of your needs: Grid Analysis

To convince others of your product or service: Unique Selling Proposition (USP)

To convince others of comparative importance of your focus: PLAN



Assertive-Responsive Model

	Assertive, Non-Responsive Behavior: Aggressive (A)	Assertive, Responsive Behavior: A-R
Features:	<ul style="list-style-type: none"> •Orientation: Task, rather than People •Control: High •Flexibility: Low •Patience: Low •Emotions: High 	<ul style="list-style-type: none"> •Orientation: Both Task and People •Control: Medium •Flexibility: High •Patience: Medium •Emotions: Expressive, Medium
Asertiveness	Non-Bitter	Non-Avoider
Responsiveness	WIN	WIN

Some Negotiation Techniques

Authority: High, The Power, Threat, Talk, Or Else, The Non-Physical, Exhaustion, Pressure Cookers

Based: Bitter, BSR, Win Key Approach, Negotiators, Craft, Asking

Asking for Bigger in Return

Training Methodology:

This training includes presentations, demonstrations, and exercises.

Coach:

This training is conducted by **Ahsan S. Razaq**. Ahsan possess 28 years of experience in Supply Chain Management from Fortune 500 companies such as P&G, Henkel, Olayan, Savola, Basamh to name a few. Ahsan has worked in Saudi Arabia, Pakistan, Turkey and several other countries. He has worked in several industries such as FMCG, Oil & Gas, etc. His profile can be viewed [here](#).