



## NEGOTIATION & ASSERTIVE SKILLS TRAINING

### OVERVIEW

For many people, communication is a "natural" process which shouldn't be difficult. However, the truth is that we unconsciously model our communicating style on different level of people as we grow up, and unless those people were excellent communicators, we can usually improve on our communicating behavior. This self-growth and development training course is designed to empower the participants to build their self-confidence and to understand the difference between assertive and/or aggressive behavior – to improve positive communication and strengthen interpersonal relationships with colleagues and customers in an assertive and non-threatening manner. It further explores the power of effective negotiation which is a basic human activity and which needs to be re-developed to meet the demands in today's dynamic business environment.

This training course is also designed to deliver vital negotiation skills, tips and techniques to delegates who need new and different methods to improve and enhance their overall results when negotiating.

### MODULE GOALS UPON COMPLETION

- To develop and apply negotiation skills and techniques to a range of situations
- To learn practical and relevant skills to behave assertively
- To increase confidence and abilities to influence people positively

### WHO SHOULD ATTEND

- Senior Managers who would like a refresher and to develop their confidence, influence and negotiation skills
- Directors, Managers and Supervisors who would like practical and relevant techniques
- Those involved in negotiations, resolving conflicts and dealing with confrontation
- Team Leaders and team members
- Technical and academic team members
- Customer service and credit control staff
- Project Managers
- Operations Managers

## **COURSE OUTLINE:**

- I. Understanding Assertiveness
- II. Key Principles
- III. 3C's
- IV. Passive, Aggressive and Assertive
- V. Why is Assertiveness Important?
- VI. Techniques
- VII. Cases
- VIII. Ww, dd, ns application
- IX. The Art of Negotiation
- X. Negotiation Strategies to Avoid
- XI. Different Negotiation Styles
- XII. Body Language & Tone of Voice
- XIII. How to handle difficult questions
- XIV. Learning

**SEMINAR FEE:** Pay in full 5 days before the seminar and avail our early bird rate of **Php 2,700 per head (Regular rate: Php 3,000 per head)** which will comprise meals during the training, handouts and all necessary materials. We are also offering in-house training and seminars depending on the need of the companies.

## **TERMS ON PAYMENT:**

- Pay in full 5 days before the seminar and avail our early bird rate of Php 2,700.00 only.
- Payments on the day of the seminar must be on cash basis only.
- Payments made through Checks can only be made through company checks. Personal checks can be accepted provided that it is an advance payment.
- Walk in participants shall pay the regular rate either through cash or check provided that the check is under a BDO account and payable to iLearn professional Solutions Inc. and that the same was declared good.
- Senior /students and/or person with disability, is given a special privilege of 20% discount provided that payment be made any time before 5 days of the scheduled seminar. On site payment of the students and seniors shall be entitled of 10% discount.
- Upon payment, proof must be forwarded through email or fax to 4842342.
- Proof of payments (original deposit slip) shall be required for presentation on the day of the schedule.

For further information, you may visit our website at [www.ilearnph.com](http://www.ilearnph.com). You may also directly call us at 09395581888 or 09156406325 or through our office landline number 02-2557593 / 02-4841904 / 3704792. You may also visit our company office at #2563 LemeryStreet, Malate Manila. Or send us an email through [admin@ilearnph.com](mailto:admin@ilearnph.com)

Allow us to be part of your improvement and success.

Improve, excel and succeed through **i-LEARN PROFESSIONAL SOLUTIONS INC.!!!**