

MEETINGS, NEGOTIATION & PRESENTATION SKILLS



Conduct an effective meeting...

Make a lively & impactful presentation...

Negotiate to create a “win-win” situation...

You never get a second chance to make a first impression!

In today’s fast moving corporate world, it is extremely crucial and important to make an impactful and a long lasting presentation to your audience. You may have the best marketing plan on this planet but **if you do not make an impactful presentation, nobody will buy your idea.**

During presentation, it is also common to negotiate with a client to get a product or service across to them. The ability to negotiate is a skill that must be acquired across the board by everyone in an organization. It is not only limited to the people working in sales. Negotiation is not about having it your way or giving in. Most people also believe that negotiation is about winning. We say **negotiation is about creating a win-win situation between both parties.** When people fail to negotiate, they end up feeling bitter and as a result this affects the relationship with the other party that they had attempted to negotiate with. Consequently this will also lead to low morale and low productivity.

When presentation and the ability to negotiate is packaged in an effective meeting; this becomes a very powerful combination to win the client.

Learning methods include knowledge sharing, games, brainstorming, case studies, presentations by participants and group activities.

This program is designed to help participants to

- ✓ Understand the art of dealing with people.
- ✓ Run & facilitate meetings effectively.
- ✓ Conduct lively & impactful presentations.
- ✓ Improve skills in listening, questioning & answering.
- ✓ Understand and apply the art of negotiation.
- ✓ Learn and apply the factors that lead to a successful negotiation.
- ✓ Creating A Win-Win Situation.

Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Sales Staff / Executives
- ✓ Technical and Non-Technical Staff
- ✓ All who require to facilitate or conduct meetings, negotiations & presentations in their daily job functions.

For more information, please contact

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Topics to Be Covered (2 days)

Ice Breaking and Overview

Meeting, Negotiation And Presentation – The Beginning

Meetings

- ✓ Understanding The Importance of a Meeting
- ✓ Types of Meetings; Formal & Informal Meetings
- ✓ Factors That Lead To A Successful Meeting
- ✓ Reasons Why Meetings Fail
- ✓ The 3 Meeting Processes
- ✓ Communicating Clearly During Meetings
- ✓ Interpreting Verbal and Non-verbal Communications During Meetings
- ✓ Meeting Roles and Responsibilities
 - Chairperson, Participant
 - Time Keeper, Person recording minutes
- ✓ Concluding Meeting Successfully

Negotiation

- ✓ What Do We Negotiate?
 - Simple and Complex Situations
 - What Makes Up A Negotiation
- ✓ The Process of Negotiation
 - Negotiation Concept
 - Negotiation Style
 - Developing the Mindset
- ✓ Success and Failures In Negotiation
 - Factors for a Successful Negotiation
 - Questions Leading To Positive Responses
 - Failure Factors
- ✓ Dealing With People During Negotiation
 - Staying Alert
 - Effective Communication
 - Keeping The Other Party Interested
 - Knowing when and how to say no
- ✓ Closing The Deal
 - Having A Win-Win Situation

Presentation

- ✓ Presenting with a Positive Mindset
- ✓ Doing The Presentation
 - Understanding the Audience
 - Presenting with the Right Language
 - Dressing for High Impact Presentations
 - Making the Presentation Lively
 - Effectively Using Visual Aid
- ✓ Effective Handling of Questions and Answers
- ✓ Getting the Approval and Agreement from the Audience

Trainer's Background

Akashdip Singh, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.