

NEGOTIATING

YOUR WAY TO SUCCESS



A 2-days intensive course by
Akashdip Singh

... drawing from his vast experience in dealing with customers, and managing customer relationships; both internal & external customers.

Combined with his international exposure, Akash brings valuable insights to the training room.

It's about creating a “win-win” situation between both parties ...

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 relationship the other party that they attempted to negotiate with. Consequently this will also lead to low morale and low productivity.

This program helps the participants to understand the rules and process of negotiation. It also exposes the participants to the factor leading to a successful negotiation and questions leading to positive responses. It also helps to understand the areas of dealing with people during negotiation that leads to a win-win situation that benefits both parties.

Participants will be exposed to games and will be involved in case studies as well as presentations which will help them to understand better towards effective negotiation.

Upon completion of the program, participants will be able to

- ✓ Understand & apply the art of negotiation.
- ✓ Learn & apply the factors that lead to a successful negotiation.
- ✓ Avoid the common pitfalls that lead to negotiation failures.
- ✓ Develop the mindset to negotiate.
- ✓ Creating A Win-Win Situation.

Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Sales Staff / Executives
- ✓ Technical and Non-Technical Staff
- ✓ All who require to have a win-win situation in their daily job functions.

For more information, please contact

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Trainer's Background

Akashdip Singh 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 worked for Maxis Communication Berhad for 9 years while pursuing his passion in training after work hours. At Maxis, Akash ensures that customer satisfaction is not only met but exceeded. He has vast experience in dealing with customers and managing customer relationships. He also played the key role as the coordinator between the technical and non-technical departments.

His exposure and experience in various portfolios in the corporate world has given him a special edge to share his knowledge in the areas of Motivation, Presentation Skills, Goal Setting, Customer Service & Relationships, Team Building and issues related to People Skills.

Akash has conducted trainings and delivered presentations/speeches to audiences large and small; in Malaysia, Singapore, India, Indonesia, Thailand, Uganda, Kenya, South Africa & Zambia. Due to his international exposure, the skills and knowledge he has acquired is an asset to the local organizations and is highly sought after to conduct trainings.

Courses by Akashdip Singh

- ✓ AVG (Attitude, Values, Goal) - The Pillars of Success
- ✓ Customer Relationship Skills
- ✓ Effective Communication
- ✓ High Impact Presentation Skills
- ✓ Handling Difficult Customers
- ✓ Motivational Seminars/Trainings

Topics to Be Covered

Ice Breaking and Overview

Negotiation Skills – The Beginning

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 Leading To 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