



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

NEGOTIATION SKILLS – 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>This program has been specifically designed for local government. It can be used across all sectors of council and is therefore a great choice for middle to senior managers, supervisors, team leaders and customer service representative. It is also suited to any staff member whose role requires negotiation with others.</p>	<ul style="list-style-type: none"> • Introduction to a negotiation • Role and responsibilities of the negotiator • The Negotiation Flow Chart • Skills and characteristics • Identifying opportunities • Planning and research • Process considerations • Power, negotiation motives and tactics 	<ul style="list-style-type: none"> • Acquire tools for negotiation planning • Develop the ability to negotiate for positive outcomes • Create maximum value solutions • Communicate skilfully and persuasively



COURSE DETAILS

<p>Delivery</p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
<p>Duration and Location</p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
<p>Fees and Inclusions</p>	<p>Our training course will include:</p> <ul style="list-style-type: none"> • Instructor-led training • Statement of Attendance • Course Workbook

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

**REGISTER NOW
07 3000 2148
FIND OUT MORE
training@wearepeak.com.au
wearepeak.com.au**

