

A LDI Training Course

# **NEGOTIATION and INFLUENCING SKILLS**

by

**Ir. Hendrik Silitonga, CITD**

## **Introduction**

In today's competitive global economy, negotiations may involve intense interactions in resolving a series of complex issues that affect multiple parties. Whether selling a product, allocating resources for a project or making decisions, negotiation is inevitably at the center of the process. To achieve win-win results, negotiators need highly developed skills and strategies to guide them through the intensive preparation and execution. Your ability to negotiate will decide whether you will get what you want and settle for what the other side will give you.

In this hands-on, hard-hitting course, participants will learn how to strengthen their negotiation skills through classroom game sessions, extensive role-play and classroom exercises. Participants will receive feedbacks from the instructor that will help improve their ability to influence and negotiate effectively.

## **Benefits of Attending**

At the end of the course, you will be able to :

Identify the nature and purpose of negotiation

Understand the components of effective negotiation

Recognize how behavioral style affects the negotiation process

Develop an effective plan and strategy for any negotiation

Discover your personal negotiating styles

Influencing for positive results

Recognize interests and issues and avoid unnecessary positions

Create mutual gain and win-win outcomes by being objective  
Resolve conflicts and avoid deadlocks

## **Course Outline**

Introduction  
The Need to Negotiate

Know yourself and the other side  
Assessing Individual Negotiating capabilities and styles  
The behavior and interpersonal skills of successful negotiators

Elements of Negotiation  
Keys elements that affect negotiations planning and outcomes  
Analyzing needs: yours and theirs

Planning for Negotiations

Win-Win Negotiation  
The strategy and tactics of win-win negotiation  
Negotiating priorities, work loads, deadlines, resources  
Negotiating using telephones and technology

Dealing with Difficult People  
Power of Influencing in negotiation  
How to influence for positive results  
Understand body language and non verbal cues  
Identify positive aspects and results for moving forward  
Understand yourself and the other party  
Solving problems and conflicts

## **Who Should Attend**

This course benefits everyone. It is especially important for:

Managers and Supervisors  
Group and team leaders  
Purchasing and logistics personnel  
Contracts specialists and lawyers  
Government relations and PR personnel  
HR specialists  
Engineers and geologists

## Methodology

A variety of learning methods will be used in this highly practical course. There will be lectures, case studies, class discussions, individual and group exercises and role plays.

## About Instructor

Ir. Hendrik Silitonga, CITD is a dynamic and high-impact speaker who has extensive training experience in the oil industry, manufacturing, telecommunication, banking sector and many more.

He received Certificate in Training and Development (CITD) from Institute of Personnel and Development (IPD) of London, UK and he is also an Instructor's License of Dale Carnegie.

Such matter above supported by 20 years of good work experience, participating in many courses and seminars in Indonesia and other countries and his last profession as General Manager at one of the major banks in Indonesia

Hendrik Silitonga is currently holding the position of a Senior Trainer of LDI Training.

**For more information about the course, please visit [lditraining.com](http://lditraining.com) or contact LDI Training at [HYPERLINK "mailto:lditrain@indo.net.id" lditrain@indo.net.id](mailto:lditrain@indo.net.id)**

LDI's Outline/Negotiation & Influencing Skills /