

An LDI Training ONLINE 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 an important skill that all employees need.

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 and influence others 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 and influencing skills through games, role-plays, and classroom exercises. Participants will receive feedback 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, workloads, 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 nonverbal 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

## Delivery Method

This is an online training is conducted in Bahasa Indonesia and delivered live online via Zoom. The training consists of:

- Presentation of Concepts
- Discussions
- Games and exercises
- Sharing and Case Studies

## Daily Webinar Hours

Session 1 → 09:00 – 10:30

Break → 10:30 – 10:45

Session 2 → 10:45 – 12:00

Break → 12:00 – 13:00

Session 3 → 13:00 – 14:00

Session 4 → 14:00 0 15:00

## About The Instructor – Ir. Hendrik Silitonga

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.

As a trainer with more than 20 years of experience, Hendrik has trained thousands of professionals in all major cities in Indonesia.



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

As a Senior Trainer of LDI Training, Hendrik Silitonga has trained thousands of professionals in various industries and companies for more than 20 years.

**Two ways to enroll:**

1. Enroll online at [www.lditraining.com](http://www.lditraining.com)
2. Email your enrollment message to LDI Training at [lditrain@indo.net.id](mailto:lditrain@indo.net.id)

**For more information please contact:**

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