



International Training  
Center Paris

# TRAINING SCHEDULE



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# NEGOTIATION SKILLS FOR ADMINISTRATIVE PROFESSIONALS

## Overview:

The Negotiation Skills for Administrative Professionals training program is designed to provide administrative professionals with the skills and knowledge necessary to negotiate effectively in various workplace situations. The program will cover a range of topics, including the importance of preparation, strategies for effective communication, and techniques for reaching mutually beneficial outcomes.

Objectives:

- Understand the importance of negotiation skills in the workplace
- Develop effective communication and listening skills for negotiations
- Learn strategies for successful preparation and planning
- Practice techniques for building rapport and managing conflict
- Gain an understanding of ethical considerations in negotiations

The training program will include lectures, case studies, group discussions, and practical exercises. Participants will have the opportunity to apply the concepts learned in the training program to real-world negotiation scenarios. By the end of the training program, participants will have the skills and knowledge necessary to negotiate effectively, build rapport and trust with counterparts, manage conflicts and ethical considerations, and reach mutually beneficial outcomes.

## Targeted Groups:

- Administrative assistants
- Office managers
- Purchasing agents

- Sales coordinators
- Professionals involved in vendor negotiations

# Planning:

## Day 1: Introduction to Negotiation Skills

- The importance of negotiation skills in the workplace
- Basic principles of effective negotiation
- Understanding different negotiation styles

## Day 2: Effective Communication for Negotiations

- Active listening techniques for successful negotiations
- Nonverbal communication and body language in negotiations
- Strategies for persuasive communication in negotiations

## Day 3: Preparation and Planning for Negotiations

- Identifying goals and objectives for negotiations
- Strategies for gathering information and data
- Creating a negotiation plan and strategy

## Day 4: Techniques for Successful Negotiations

- Building rapport and establishing trust
- Identifying common negotiation tactics and how to respond to them
- Strategies for managing conflict and reaching mutually beneficial outcomes

## Day 5: Ethics in Negotiations

- Understanding ethical considerations in negotiations
- Identifying and avoiding common negotiation pitfalls
- Practice negotiating scenarios with an emphasis on ethical decision-making