Effective Workplace Communication and Negotiation

A 2-day in-house training for corporations and government organizations

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CIDB Registered CCD Training Provider (CIDB-PLCCD20240506-321)

Course Objectives

- Recognise behavioural styles using DISC as a common workplace language
- Use non-verbal cues credibly, with words, tone and body language in agreement
- Use pace, emphasis and pause to give your voice the right tone
- Persuade ethically, listen actively and ask questions that test understanding
- Prepare for negotiations and choose the right strategy for each situation
- Apply pull, push and pull-push techniques and manage concessions well

Who Should Attend

Managers, supervisors, executives and professionals in corporations and government organisations

Module Outline

Module 1: Identify Your Interpersonal Skills Group

- DISC as a language for workplace behaviour
- The four DISC profiles and their strengths
- Adapting your message to each style

Module 2: Effective Non-Verbal Communication

- The 7-38-55 framework as a congruence check
- Eight channels of non-verbal communication
- First impressions and building credibility

Module 3: Effective Voice Inflection in Communication

- The four elements of voice inflection
- Pace, emphasis and pause
- Adapting your voice to audiences and settings

Module 4: Effective Verbal Communication

- Ethical persuasion: ethos, pathos and logos
- Active listening with ASAS and LISTEN
- Probing, clarifying and summarising

Module 5: Effective Negotiation Strategies

- Interests, positions and BATNA
- The twelve-step preparation sequence
- The five negotiation strategies

Module 6: Effective Negotiation Techniques

- Pull, push and pull-push techniques
- Managing concessions and reciprocity
- Five common negotiation mistakes

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Contact Us (Tap on Icon):

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