



THE ART OF NEGOTIATION



Course Information

Course Name	The Art of Negotiation
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Hazard Communication
Course Duration	40 minutes

Course Overview

Master the art of successful negotiation in both your professional and personal life by establishing clear-cut goals and knowing when to give and when to take. You will start by reviewing the 4 key components needed to successfully negotiate the outcomes for any situation. Then, you will learn how to set yourself up for negotiating success by establishing a game plan and conducting productive discussions. Discover the importance of establishing goals and how creating a little wiggle room within those goals can ultimately deliver a win-win for both parties.

The Art of Negotiation

Who should attend?	• Management Representative • Sales consultant • Sales agents • Marketing and Sales Manager
Course Objectives	• Understand what our brain is going through during the persuasion process • Adapt the neuroscience of persuasion to negotiations • Learn how to build trust fast through preparation and body language • Apply a step-by-step method that is easy to remember and implement • Learn how to handle objections with empathy and assertiveness • Know how to wrap-up and close negotiations
Benefits	• Negotiate successfully in any situation by following 4 simple steps • Establish your goals and identify opportunities for give and take • Determine which aspects of your goals are a priority and non-negotiable

Course Content

Course Modules	1. Introduction 2. Have a Plan 3. Communicate 4. Navigate 5. Get it in Writing 6. Course Summary and Test
Certification	• Certificate of competence • Certificate of attendance
Assessments	• If applicable, an assessment at the end of the course will be required. • A minimum of 60% is to be achieved to attain a Competence Certificate. • If you achieve lower than 60% but get between 40 – 59% a second attempt will become available. • If you get lower than 40% and fail the second attempt, you will need to re-purchase the course.

- If applicable, an attendance certificate is awarded to you

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHEQ, ISO, Engineering, Finance, Business and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:

- ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, 22301 and 45001 standards.
- Integrated Management Systems development whereby we integrate several business systems and environmental, quality management solutions into a single management system to comply with various environmental, quality and safety standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of the International Standards.
- ISO and Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.

- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing