

Training for Change



MEGA
TRAINING

Communication, Negotiation Skills



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THE MILLENNIUM HOTEL
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TRAINING FOR CHANGE

Communication, Negotiation Skills

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This workshop is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

The second half of the course delves into the intricacies of negotiation. People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

How You Will Benefit:

Communication

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships

Negotiation Skills

- The benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- Various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- How to develop alternatives and recognize options.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

Duration:

Three (3) days course
(8:00am - 5:00pm)

What You Will Cover:

Communication

- 10 commandments of positive relationships
- Self-awareness
- Feeling competent
- Communication barriers
- Asking good questions
- Listening skills
- Johari Windows
- Improving your self-image
- Five approaches to relationships
- Your frame of reference
- The assertive formula
- Saying no

Negotiation Skills

- What is Negotiation?
- The Successful Negotiator
- Preparing for Negotiation
- The Nuts and Bolts
- Making the Right Impression
- Getting off to a Good Start
- Exchanging Information
- The Bargaining Stage
- Inventing Options for Mutual Gain
- Getting Past No and Getting to Yes
- Dealing with Negative Emotions
- Moving from Bargaining to Closing
- The Closing Stage

Master Trainer

Mr. Abdulmouti Khalid Al-Nemer



About the Trainer



AbdulMuati Khalid AlNemer

Introduction

AbdulMuati is an international trainer and consultant with 10 years of experience in Training & Consulting.

Speaking Style

AbdulMuati is a very hands-on learner oriented facilitator. His style is practical and friendly.

Professional Experience

AbdulMuati is a Trainer and Consultant with SMR HR Group Sdn Bhd. He has years of track record in human resources, administrative affairs, quality management, development and training. AbdulMuati has been with non-profit organisation, education, manufacturing, medical & also consulting sector.

Practice

AbdulMuati's interest in the areas of:

High Impact Train-The-Trainer

Quality Management and Competency Management

Personal Management, Decisions and Policy Making

Career Management

Education

Accredited Training Professional (ATP), ILM Accreditation

Accredited Competency Professional (ACP), ILM Accreditation

B.Sc. Degree in Agriculture Engineering, King Saud University

Personal

AbdulMuati, a Jordanian lives in Saudi Arabia with his family.

More details

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