



## Negotiation Skills in 7 simple steps

*Clare Dignall*

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7 simple steps to flawless negotiations

A successful negotiation results in a win-win agreement for both parties. But where do you start if you're up against people or organisations with conflicting objectives? Or people who are just downright difficult? Getting what you want requires determination and tact. You need to be assertive but know when to compromise.

We'll help you refine your persuasive skills through verbal and non-verbal communication. We'll show you how to identify and understand the key issues, distinguish between needs and interests and come to an agreement that benefits everyone. With our 7 simple steps you'll be a pro in no time.

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