

培训时间：2018年3月15日-16日星期四-星期五

培训地点：北京市朝阳区东三环北路8号亮马河大厦二座8层

培训语言：本次培训可用英文或中文进行。

目标与内容 Objectives and Content

Communication and negotiation skills are vital and the key success factors to all kind of business nowadays. The program trainer will lead the participants understand their own and others' interpersonal style by applying the most updated tools. Participants will learn to improve the relation with co-workers, customers, friends and family members so as to achieving success in all kind of negotiation situations. The trainer will make use of actual business cases sharing and role plays, to let participants be involved and experience the latest communication skills and negotiation process from a different angle.

在现今商业社会无论从事那一种行业，沟通能力和谈判技巧可说是成功必须具备的基本要素。本课程引导学员认识自身及别人的人际风格，让学员学习如何改善与工作伙伴、客户、家人和朋友之间关系进而在谈判桌上达至致胜之道。课程导师会透过真实案例的分享、角色扮演，引导学员参与讨论，启发学员从多角度去认识最新的人际沟通技巧及谈判流程。

参加对象 Target Group

Suitable for those who want to improve their communication skills and enhance negotiation skills in order to achieve performance excellent in career path.

适合从事各种行业有志改善人际沟通技巧，并希望通过提升谈判能力从而改进工作表现的人士。

大纲 Outline

- | | |
|--|------------------------|
| • Positive attitude and relationship-building strategy | 建立正面态度及人际关系的策略 |
| • Assess individual profile and communicate with people with different styles | 评估个人的人际风格及与不同风格的人沟通 |
| • Characteristics of positive communication and how to communicate assertively | 正面沟通的特点及何谓决断的沟通 |
| • How to listen, ask question and give quality feedback in order to build understanding and acceptance | 如何通过聆听、发问及回蚀技巧去建立谅解和接纳 |
| • Causes of conflicts and strategies and processes for resolving conflicts | 冲突的成因、化解冲突的策略和流程 |
| • What is negotiation and understand the negotiation process | 认识什么是谈判和谈判流程 |
| • Effective preparation for negotiation | 有效地计划及准备你的谈判 |
| • Making and getting meaningful concessions | 在谈判过程中让步的决策 |
| • Breaking negotiation deadlocks | 如何解除谈判的各种障碍 |