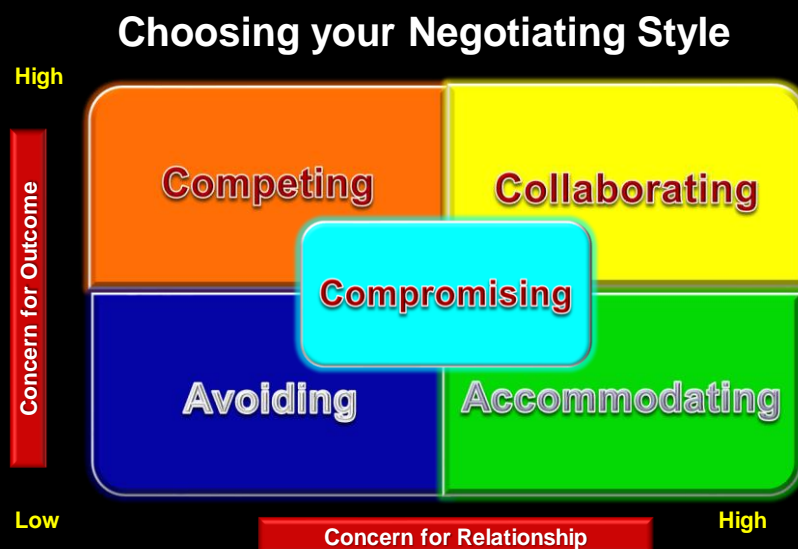




MOBILE TEAM CHALLENGE

Negotiating and Influencing Skills



Winning Behaviours!

Mobile Team Challenge Ltd

Unleash the Potential of Your People

www.mtceurope.co.uk

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The Art of Professional Negotiations

According to Wikipedia...

"Negotiation is a dialogue intended to resolve disputes, to produce an agreement upon courses of action, to bargain for individual or collective advantage, or to craft outcomes to satisfy various interests. It is the primary method of alternative dispute resolution."

Negotiation is clearly an art which can be learned and developed and whether we are negotiating for a pay rise, the best deal from a supplier, a new job or promotion or World Peace! – the fundamental principles of professional negotiations remain the same – however with the new addition of **negotiation psychology** added to our armoury – our negotiations can be an exciting journey aided and abetted by the use of strategic tips and tricks.

By developing our negotiation skills, we can change behaviour and attitudes which increases our successful outcomes in all types of negotiation.

In the highly competitive world – whether we are negotiating for a new sales contract or the best possible price from an existing or new supplier, or negotiating with a highly desired prospective supplier – this workshop includes all of the necessary tools and techniques to equip your personnel in **The Art of Professional Negotiations**, designed to give your negotiators the competitive advantage.

For example: If you were given a choice of chair to sit at in a boardroom negotiation – would you know which seat to choose which would give you the psychological advantage over your negotiator?

This, and many other psychological, phrasing and body language tactics are revealed in this motivational and inspirational workshop which will blend theory, group breakouts, role-plays and experiential activities to emphasise key learning points.

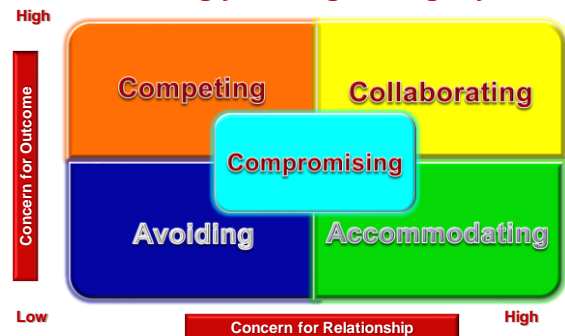
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Learning Outcomes – Delegates will:

Understand the "type" of person we are negotiating with

- Learn how to analyse people, problems and opportunities
- Learn the importance of timing - When and why we can negotiate
- Analyse their own Negotiating Style: Thomas & Kilmann
- Increase their awareness of the 5 styles of negotiators
- Learn Key influencers skills, qualities and know how to identify circles of influence

Choosing your Negotiating Style



Key stages of negotiating and influencing

- Discover how to set negotiation meeting objectives
- Learn how to identify blockers and enablers
- Explore how to respond to resistance, objections and attacks
- Identify the different types of negotiation and know which style to use for each situation
- Learn how to use negotiation behaviour chains
- Learn how to develop a negotiation strategy

Negotiating: Behaviour Chains



Communication

- Consider the impact of body language and first impressions
- Finding the "Win-Win"
- Learn how to tune in to Emotional Intelligence Frequencies and how to apply the tactics to give psychological advantage
- Increase their awareness of personal (and others) communication style
- Explore NLP Communication and Negotiating Techniques / Myers Briggs / DeBono
- Consider the use of powerful communication tools such as: Transactional Analysis, NLP etc.
- Practice Empathic Listening Concepts – and non-verbal communication
- Become more aware of the communication dynamic
- Learn the principles of Advanced Behaviour Management techniques

Emotionally Intelligent: Negotiating Styles



'Seek First to Understand ...then to be understood'

Empathic Listening
 • Most people listen with the intent to reply.
 • When another person speaks, we are usually 'listening' at one of four levels



Communication is 10% Words: 30% Sounds: 60% Body Language

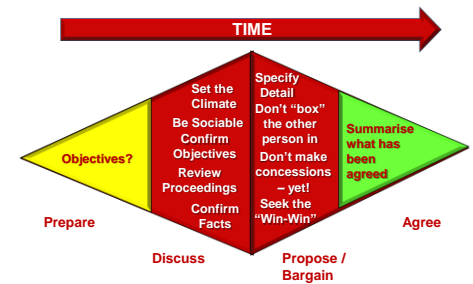
Negotiation tools

- Positional Bargaining versus Principled Negotiation
- Learn and apply the negotiation process
- Consider the importance of setting Terms of reference for a negotiation
- Practice Negotiation Styles
- Map and practice the 4 Stages of Negotiation
- Analyse the Power of the Language of Communication – including non-verbal
- Discover Facts v Assumptions Positional Bargaining versus Principled Negotiation
- Learn how to present a clear message and persuasive value proposition
- Learn Objection Handling Techniques and recognition of Buying Signals
- Learn when to use Negotiation, Persuasion or Influencing Tactics
- Learn "The Games People Play" in Negotiations – keeping ahead of your negotiator and recognising their strategy and tactics:

- ✓ Pre-Negotiation Demands
- ✓ Extreme Opening Stance
- ✓ Early Concessions
- ✓ Irrelevant Demands
- ✓ "Split the Difference"
- ✓ Salami
- ✓ The Overall Package Price
- ✓ Backtracking
- ✓ Changing Concession Patterns
- ✓ Moving On
- ✓ Request or Reason?
- ✓ The Power of "And"
- ✓ Beware the "time pressure / deadline" tactic

- Learn how to avoid the 10 Reasons why negotiations fail!

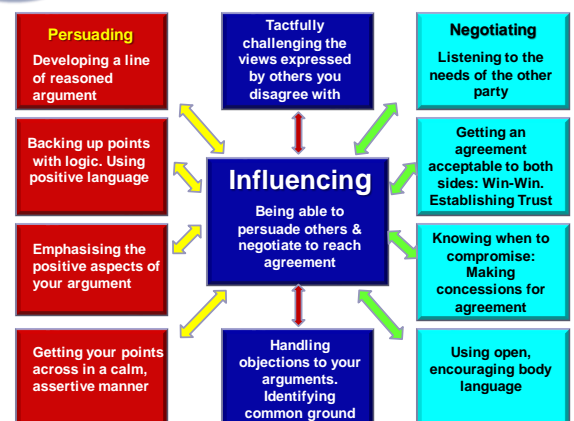
The Negotiation Process



Negotiating Styles and Behaviours

Positional Bargaining		Principled Negotiation
Soft	Hard	
Participants are friends	Participants are adversaries	Participants are problem solvers
The goal is agreement	The goal is victory	The goal is a wise outcome reached efficiently and amicably
Make concessions to cultivate the relationship	Demand concessions as a condition of the relationship	Separate the people (the relationship) from the problem
Change your position easily	Dig in to your position	Focus on interest, not positions
Disclose your bottom line	Mislead as to your bottom line	Less focus on bottom line
Search for the single answer in the one they will accept	Search for the single answer in the one you will accept	Develop multiple options to choose from and decide later
Insist on agreement	Insist on your position	Insist on objective criteria
Try to avoid a contest of will	Try to win a contest of will	Try to reach a result based on standards independent of will
Give in to pressure	Apply pressure	Reason and to open to reasons, change views based in principles not pressure

Persuading, Influencing and Negotiating



This is a CPD Accredited Course in Professional Negotiation Skills and each delegate will receive a CPD Certificate.

N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Negotiation and Influencing Skills and will earn each delegate 8 CPD Learning Credits



The cost of this workshop is £895.00 + VAT for 12 delegates and is delivered in-house at your location between 9:30 – 16:30 (or similar hours to suit) and this includes all preparation, Facilitators expenses, materials, delegate workbooks + pen and a personal Negotiation Style Profile assessment by Thomas and Kilmann. There is also an advanced version of the workshop which runs for 2 consecutive days and also includes personalised Emotional Intelligent profiling to help delegates to identify "personalities of negotiators" and the cost of this 2-day CPD Accredited workshop is £1,650.00

The workshop can be tailored to suit any specific Sector requirements.

Preparing to Negotiate...

Christopher Columbus (1451-1506)



"...in 1492, Columbus sailed the sea of blue..."

When he set off...he didn't know where he was going...



When he got there...he didn't know where he was ...



When he came back...he didn't know where he'd been!



... Without a strategy... negotiations can give a similar fruitless journey....



negotiations can give a similar fruitless journey... Without a strategy...

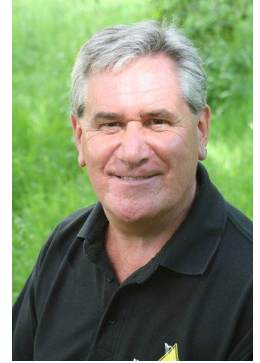


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Our Lead Facilitator for this workshop is Barry Bailey (Fellow of the Institute of Sales & Marketing - ISMM and Fellow of the Institute of Leadership and Management - ILM)



Barry Bailey is a well-qualified and significantly experienced Senior Manager with 23 years of service at Executive level within 3M, a \$35Bn global Corporation. He won Business and Management Diplomas from Ashridge and the London Business School, an MBA in Management with the Open University a Fellowship with the Institute of Sales and Marketing Management (ISMM) and a Senior Fellowship with the Institute of Leadership and Management (ILM). This led him into a European Divisional Vice President Position within 3M where he was wholly responsible for 3M's largest division and a business which he developed from a \$12M Division into a £500 million turnover business across Europe within 7 years.

During his 23 years with 3M, Barry had multi-cultural European reportees and was totally responsible for the Electronics and Telecom business which he grew from a \$12M business to a business worth in excess of half a billion pounds in annual sales. As a trained Lean / Six Sigma Practitioner, (Green Belt, Black Belt/Champion) he introduced and deployed Lean / Six Sigma across ALL of the business disciplines. From manufacturing, through all commercial functions – finance, sales, marketing, CRM - to joint Black Belt projects with customers and huge Business Process Improvement Change programmes.

A 3M infographic slide with a black background. It features the 3M logo, a photo of a 3M building, and various 3M products like tape and pens. Text on the slide includes: '\$30.3 billion sales in 2016', '89,446 employees', '55,000 products across 12 discreet Divisions', 'Founded in 1902 it has operations in over 65 countries', and 'European Vice President of Electronics + Telecom Division' with '15 Countries', '\$.5 billion sales', and '~600 employees'. Logos for ISMM and ILM are also present.

3M

- ❖ \$30.3 billion sales in 2016
- ❖ 89,446 employees
- ❖ 55,000 products across 12 discreet Divisions
- ❖ Founded in 1902 it has operations in over 65 countries

Barry Bailey

- ❖ European Vice President of Electronics + Telecom Division
- ❖ 15 Countries
- ❖ \$.5 billion sales
- ❖ ~600 employees

ISMM Fellow
ilm Fellow Institute of Leadership & Management

With a strong marketing pedigree, Barry won the prestigious 3M Global Sales and Marketing Award on two separate occasions – a programme assessed by the CEO of 3M to identify the most innovative and creative Marketing Programme – despite outstanding competition from over 2,000 Marketers.

A strong strategic thinker he has worked extensively in Business Change Management and Strategic Planning and builds energised and motivated Teams with shared visions utilising his extensive 'people' and life-coaching skills.

Barry combines his significant leadership expertise with his "3M innovative concepts" to develop emotional intelligent leadership and to create highly effective, performance



teams which changes lives of Organisations.

Individuals, Teams and

He delivers leadership training and consultancy to all of the 52 RAF bases (as well as at the RAF Leadership College at Cranwell), the Army Leadership Centre at Shrivenham, and 2 Naval Leadership Academies in Portsmouth and Plymouth.

28 NHS Foundation Trusts and BUPA have commissioned Barry over the last 2 years to deliver "**Emotionally Intelligent Leadership within Health Care**", Patient Journey Excellence entitled "**What if Disney ran your Hospital?**", "**The role of Lean / Six Sigma within the NHS**" and mentoring of Executive Teams utilising Emotional Intelligence profiling within CCGs and Trusts.

In addition to the above Barry has been very active in over 150 organisations in the Private Sector – working with the ITV and Ant and Dec's production teams for "Saturday Night Take Away" and "I'm a Celebrity - Get me out of here!" and Warner Brothers where he was commissioned to "Create a Culture of Innovation within Warner Brothers".

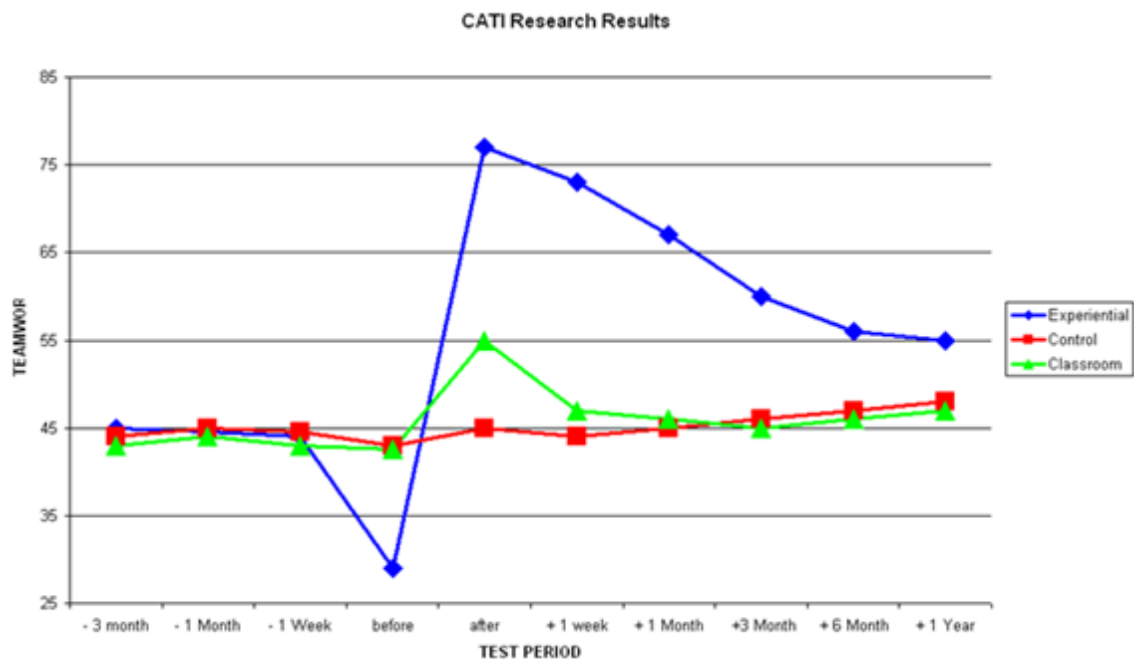
Due to his significant expertise in Negotiation and Influencing Skills, Barry has been commissioned to deliver this workshop to a number of high profile organisations:

- **Unite the Union** – All Unite Members have been trained in Negotiation Skills and Barry was also commissioned to advise in the famous British Airways / Unite Dispute
- **Unison** – The Public Service Union
- **The TUC** – working with Brendan Barbers' Team on Negotiation and Conflict Resolution Skills
- **Honda UK**
- **Toyota**
- **Ford**
- **Jaguar**
- **Land Rover**
- **Vodafone**
- **B&Q**
- **Siemens**
- **ITV**
- **Warner Brothers**
- **McAfee / IBM**



🍊 Why Experiential Learning?

Experiential Learning and Accelerated Learning techniques have been proved to be the most efficient learning methodology for knowledge retention and application of the learnings into the delegates job or life. As the chart below demonstrates.



SOURCE: Scientific Research All research was performed by Dr. Simon Priest PhD 25 Year Experiential Education Expert. Publisher of over 12 books on the subject and on the Board of Advisors for PLAYTIME Inc

● Measurable Benefits from Experiential Learning



Research data taken from www.tarrak.com

- ✓ Leadership and Followership
- ✓ Increased Emotional Intelligence
- ✓ Shared Vision and Breakthrough Thinking
- ✓ Planning Prioritisation Techniques
- ✓ Strategic Planning Methodology
- ✓ Project Planning and Tracking Tools & Charts
- ✓ SMART Objectives
- ✓ Mission Statements and Vision Statements
- ✓ Goals, Objectives, Strategies, tactics
- ✓ Team Dynamics – Planning
- ✓ Change Team Dynamics - Planning
- ✓ Increased Team Working and Camaraderie
- ✓ Optimised Lean /Six Sigma Thinking Culture
- ✓ Visionary and Creative Thinking
- ✓ Relationship Building
- ✓ Management of Diversities
- ✓ Team Creativity and Innovation
- ✓ Increased Problem-Solving Skills
- ✓ Enhanced Trust of each other
- ✓ Increased Personal Confidence
- ✓ The Art of Delegation and Empowerment
- ✓ Team Excellence and Team Spirit
- ✓ Effective Communication
- ✓ Rapport Building
- ✓ Personal Leadership
- ✓ Project Management
- ✓ Mutual Understanding
- ✓ Outstanding Motivation
- ✓ High Performance Teams
- ✓ Maximised Team Member Support
- ✓ FUN!



Testimonials

Mobile Team Challenge's unique approach to Accelerated Learning and Development, through utilisation of MTC techniques, produces outstanding results, highly energised and motivated attendees; some of whose comments have been:

'A Life Changing Experience...' (BUPA)

'A powerful, effective and common-sense approach that produced only positive outcomes and excellent results' (Chelsea Building Society)

'The Experience was guaranteed FUN... but with some SERIOUS learning!' (Bournemouth College)

'A very rich and valuable training experience' (RAF Innsworth)

'MTC has proved to be exceptional and versatile for improving leadership, communication, teambuilding, mutual support, self-belief, problem solving and creative thinking within. Its potential within the workplace is vast whilst also being great fun' (Tony Woodcock, Honda UK)

'An awesome delivery technique which makes learning great fun – it's changed my life'. (Moorlands College)

'A brilliant day – GREAT Team building and Awareness of Leadership' (Ian, Brookes, CEO Lorient)

'A very professional event which will have a profound effect on my life' (Wokingham Borough Council)

'...A new dimension to our leadership and development programmes...' (Chrys Murphy MBE, Wing Commander, RAF)

"MTC is about building on success, to bring about even more success" (Brett Nicholls, RAF School of Training)

"An excellent event – made me really think what being a manager was about!" (S. Derbyshire District Council)

"I wanted to write a short note to thank you both for such an excellent MTC course last week. I thoroughly enjoyed the two days and found the Appreciative Inquiry, approach fascinating. I think you have tremendous training medium in the MTC equipment. More importantly, the positive-framing approach to facilitation is extremely powerful and when combined with the first class challenges, lead to a very rich and valuable training

experience. Crucially, you both believe and live the concept and that message came across loud and clear. Thank you both once again for your energy and enthusiasm that bought the whole two days to life. Best wishes and please keep up the great work".

Squadron Leader Paul Bate, RAF Innsworth

"MTC Training enhances existing leadership and team building activities and improves other training exercises".

Pamela Murray, RAF LTPD School of PT

"The most enjoyable and thought-provoking course I have ever attended"

David Jordan, Prison Officer

"There are many valuable aspects to the MTC approach that develop communication, flexibility, trust, teamwork, etc. This can all be related and the lessons learnt transferred to work and life in general"

Stuart Cooper, Prison Education Officer, HMP

"An excellent course – very professional and well presented. Thank you, Barry,".

Chris Belcher, Head of Learning and Development, S.Warwickshire NHS

'We had a hugely inspirational day with Mobile Team Challenge. Their use of Appreciative Enquiry to facilitate Experiential Learning was so powerful that we placed an order for four equipment packages and associated training. 'Sue Cook of Wolverhampton City Council

"MTC provides a dynamic, hands on and thought-provoking approach to training and development. You cannot buy trust or teamwork but MTC enables you to develop these attributes very effectively."Pete Hughes, RAF Cosford

„A great three days ... three highly successful and effective days for Team Working“.

Regional Training Director, Vodafone- Retail

"Thank you for the inspiring 2 day's training you did for us recently, we have noticed a difference already!"

Jackie Skeel – Assistant Director for Organisational Development NHS Trust S. Region.

An enjoyable and positive day (Team Leader Bucks CC)

"Excellent Course – Excellent delivery" (HR Operations Manager: Surrey Police)

"Brilliant – VERY enjoyable" (Team Leader – Siemens Wind Power)

Testimonials

Listen to what the Red Arrows say...

"Teamwork...It's all about TRUST..."

**Squadron Leader Graham Duffy (Red 4) – RAF Cranwell
MTC Team Working Excellence Workshop**



"Just FANTASTIC!!"

**Director of Operations ITV for Ant & Dec's Production Team for
"I'm a Celebrity – get me out of here!" and "Ant & Dec's
Saturday Night Take Away"**

Winning Behaviours and Attitudes: ITV London



"...the day was "inspirational and brilliant...!"

Chief Executive. W.Sussex NHS Hospitals Foundation Trust

"I AM SO MOTIVATED!! ... I hope my colleagues are too! ☺"

Team Supervisor. Birmingham Children's Hospital, NHS



***"We had a hugely inspirational day. Their use of Appreciative
Enquiry to facilitate Experiential Learning was so powerful."***

Team Supervisor, Wolverhampton City Council



"An excellent day! – VERY enjoyable!!"

Site Manager, Siemens Wind Power



Other Sample Programmes From Mobile Team Challenge Ltd

- Creating a Leadership Change Culture
- Team Leadership Programme
- Strategic Planning using Appreciative Inquiry
- Project Management
- Leading through and beyond CHANGE
- Sales & Marketing Awareness Programme
- Disney Customer Service Strategy
"What if Disney ran YOUR Organisation?"
- Emotional Intelligence
- Building Highly Effective Teams
- Solution Focussed Thinking: Decision Making and Problem Solving
- Leading through, and beyond, CHANGE
- Neuro Linguistic Programming
- Partnership Working
- Myers Briggs Personality Type Indicator
- Belbin Team Dynamics
- Setting Objectives
- LEAN / Six Sigma
- Stress Management / Work Life Balance
- Conflict Resolution
- Modular Leadership Programmes
- Time Management
- Train The Trainer
- Appreciative Inquiry
- Coaching Skills
- Creativity and Innovation
- Consultancy Skills
- Dealing with Difficult People
- Delegation Skills
- Development Organisational Learning Cultures
- First Line Management Programme
- Key Account Management
- Executive Team Mentoring
- Coaching and Mentoring
- Negotiation Skills
- Performance Management
- Project Management
- Leading through, and beyond, Change
- Selling Skills
- Strategic Planning
- New Supervisor Skills
- Communication Skills - NLP
- The 7 Steps of Highly Effective People
- Transformational Leadership
- DeBono Six Thinking Hats

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