

TONKIN'S

Advanced Persuasion, Influence and Negotiation Skills

Providing you with
the skills to be a master
of negotiation and
influence

7th March 2012

:: SYDNEY

9th March 2012

:: MELBOURNE

14th March 2012

:: BRISBANE

Are you overlooked in meetings?

Do your colleagues consistently ignore your ideas?

Do you struggle to convert prospects to clients?

Can you successfully persuade others to understand your thinking and ideas?

If you can relate to any of these things, attend Tonkin's **Advanced Persuasion, Influence and Negotiation Skills**.

To be as effective as possible as an employee, you may need to influence others whether this is a client, a manager or a colleague. This course is strategically designed to assist you in harnessing the skills you need to be more influential and persuasive in the workplace. Whether you're a new manager or wish to increase or refresh your existing skills, this course has been strategically designed to suit all levels of experience. Tonkin's Persuasion, Negotiation and Communication training course combines the interrelated skills of negotiation, persuasion, influence and communication. In the business environment, competition is fierce and you need all the tools you can get to enable you to gain a competitive advantage. This course has direct application for complex transactions in your professional life, right through to interpersonal communication in your personal life.

Participants will be able to:

- Recognise other people's personality type and communication preferences, tendencies and needs
- Adjust their own communication approach with their increased awareness of their own styles and other people's needs
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the S.T.A.R. method to speak on the spot
- Adeptly converse and network with others
- Establish credibility and present their ideas using proven persuasion techniques to gain the support of others
- Gain insight into the psychological needs of others and understand how to influence people to share their point of view

Who should attend?

Executives and employees at all levels who want to improve their communication skills and increase their competitive advantage through the powers of persuasion, influence and negotiation.

YOUR COURSE DIRECTOR:



Scott Alford has international experience of helping organisations with the growth and development of their people.

Scott's approach to training and facilitation is energetic, innovative and learner focused. 'Passion', 'motivation',

'drive' and 'results' are just a few of the words that previous clients have used to describe Scott and his work.

Scott's areas of expertise lie in developing people's interpersonal and intrapersonal skills. Through his training he enables others to motivate, manage, influence and impress. He also helps clients improve themselves further through self-awareness, confidence, direction and organisation.

Scott specialises in training trainers, presentations, leadership, negotiations, sales and networking skills. Dynamic on his feet Scott is an excellent role model for facilitating and adding value to his clients, "He really walks the walk".

He has worked as a trainer since 1998 and keeps himself up to date with industry methods by holding roles as a manager and a coach in various organizations.

He has client experience in the direct sales industries, construction, automotive, Pharmaceutical, education, hair and beauty and F.M.C.G. He has worked with numerous clients in the UK and APAC, including IBM, ANZ, Accenture, Toyota, Goodrich, ATIL, Johnson Controls, IMI Norgren and Warwick University.

IN-HOUSE TRAINING
Save up to 40% off
training@tonkincorporation.com
or Phone: 61 2 9224 6055

Researched by:



COURSE OUTLINE

8:30 Registration - 9:00 Start

MORNING SESSIONS

Becoming an Adaptable Effective Communicator

- Understand your own preferences and tendencies
- Investigate other people's personality types
- Learn how to adapt your style to better meet their needs
- Plan how to adjust your communication style based on different circumstances and the message being delivered
- Negotiate with other styles

Other Communication Dimensions

- Understanding Communication Barriers
- Paraverbal Communication Skills
 - Pitch, Pace and Tone
- Non-Verbal Communication

*Morning and Afternoon Tea,
Lunch and Welcome Tea and Coffee will be served*

AFTERNOON SESSIONS

Being an Engaging and Effective Conversationalist

- Participants will be able to identify and utilise peoples hot spots
- Interact with people in a genuine and effective manner
- Engage and network effectively

Active Listening and Engaging the speaker

- Understand and practise the steps to listen effectively
- Respond appropriately to what is said
- Practise being present

Effective Questioning

- Assess which are the best questions to ask at the right time
- Multi level questioning
- Proactive various questioning techniques

Mastering the Art of Conversation

- Great tips for Networking

Conversational Psychology

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

Persuasion and Influence

- Understanding the Stages of Influence
- The Art of Persuasion
 - Ethos (credibility)
 - Pathos (emotional)
 - Logos (logical)

Power Talk

- OPP (Other Person's Perspective)

5:00 Close of Training Seminar

REGISTRATION FORM: TONKIN'S ADVANCED PERSUASION, INFLUENCE AND NEGOTIATION SKILLS - MAN50

REGISTER BY: Phone: 61 2 9224 6055 Fax: 61 2 9224 6066 Email: training@TonkinCorporation.com Online: www.TonkinCorporation.com
Mail: Tonkin Corporation Pty Limited, Level 12, 70 Pitt Street, SYDNEY NSW 2000 AUSTRALIA

VENUES AND DATES

SYDNEY

7th March 2012
The Grace Hotel

MELBOURNE

9th March 2012
The Grace Hotel

BRISBANE

14th March 2012
Park Regis North Quay

YOUR INVESTMENT

(expressed in Australian dollars and including gst)

STANDARD RATE

1 Day Training Course

\$1,098.90

Please Indicate Your Selection: SYDNEY MELBOURNE BRISBANE

VIP Code:

GROUP DISCOUNT: Register and pay for 3 or more delegates from the same company, at the same time, for the same event to achieve a **15% SAVING** off the gst-inclusive Standard Rate.

YES, please register me for the above conference. To register multiple delegates please photocopy this form. Today's date

 / /

Name:

Job Title:

Company:

Postal Address:

City: State: Postcode:

Telephone: Facsimile:

Email:

PAYMENT METHODS

ABN 72 092 933 894

EFT: Transfer your payments to Tonkin Corporation Pty Limited at Commonwealth Bank of Australia BSB 062 000 Account No. 1180 6356.

CHEQUE: Please make out cheque to Tonkin Corporation Pty Limited. Please quote **MAN50** on the cheque or the eft.

CREDIT CARD: Please charge my VISA DINERS* MASTERCARD AMEX*
* A credit card fee of 2.5% will apply for Diners or Amex

in the amount of \$ _____

Card No.:

Expiry Date:

 /

Cardholder's Name:

Signature:

Cancellation Policy: Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively a full refund, less a \$200 service charge (including GST), will be made for cancellations received in writing up to 21 days prior to the event. Regrettably no refunds can be made less than 21 days prior to the event.