



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Negotiating for Optimal Outcomes



Customer Growth & Experience Excellence



282-P26-CE



In-Class



14 hours

Course Description:

This course is tailored for professionals ranging from junior to senior levels, aiming to enhance their negotiation skills and overcome their fears. By employing diverse techniques, strategies, and personal assessment tests, participants can identify the negotiation process and its associated techniques, impacting both personal and professional contexts, as this will elevate self-esteem and enhance problem-solving capabilities.

Target Audience:

Professionals from junior to senior levels seek to enhance their negotiation skills and negotiate with confidence

Course Objectives:

- Define negotiation and distinguish between different personality styles.
- Identify negotiation strategies and their process
- Use techniques to prepare and open the negotiation by creating a positive impression
- Utilize information exchange and bargaining techniques effectively.
- Discuss how to manage the closing stage effectively in negotiation.

Course Outline

Module 1: Introduction to Negotiation and Personality Dynamics

- What is Negotiation
- The successful negotiator
- Why should I know personality styles?
- Personality style
- Strengths and weaknesses of each personality
- Influencing different personality styles

Module 2: Negotiation Strategies

- Negotiation strategy
- Soft and Hard negotiation
- Negotiation process

Module 3: Negotiation Preparation

- Prepare for the negotiation
- Research for preparation
- Creating a good impression
- Setting ground rules while opening the negotiation

Module 4: Exchange Information and Bargain

- Exchange information
- The bargaining phases
- Techniques of the bargaining phase
- Getting past No to Yes
- Negative emotions

Module 5: Close the Negotiation

- Moving from bargaining to closing
- Different possible outcomes in Negotiation

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

1.1CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None