



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Negotiating for Optimal Outcomes



Customer Growth & Experience Excellence



283-P26-VE



Virtual



12 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

Session One: Negotiation Overview

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

Module 2: Negotiation Strategies

Session One: Different Negotiation Strategies

- Negotiation strategy
- Soft and Hard negotiation
- Negotiation process
- Assignment

Module 3: Negotiation Preparation

Session One: Preparing for Negotiation

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

Module 4: Exchange Information and Bargain

Session One: Step 3 in Negotiation

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

Module 5: Close the Negotiation

Session One: Closing the Negotiation

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



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Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades, which is "100"

Course completion will grant participants:

1 CEU

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None