



Equilibrium begins with you.

Negotiating with emotional intelligence

© Wiros from Barcelona, Spain

Negotiating with others is often a high wire balancing act. It requires patience, attentiveness and sometimes more than a dash of courage. To be truly effective as a negotiator we also need to be emotionally intelligent. If we are, we can maintain our equilibrium no matter how others behave, we can find ways of getting them onside and we can still get to where we need to be.

EMOTIONALLY INTELLIGENT NEGOTIATORS KNOW:

- how they negotiate is often more important than what they are negotiating about;
- to get what they want they have to learn what others want first;
- if they want to develop trust and rapport there must be complete congruence between what they say and what they do; and

Research shows that the emotional intelligence of management is highly predictive of workplace productivity and business profitability.

- if the deal really matters then it is essential to really deal with matters.

THIS WORKSHOP EXPLORES:

- the crucial elements and applications of emotional intelligence;
- how to identify when it is your behaviour that is triggering communication or negotiation breakdown and what to do about it;
- practical ways of negotiating with integrity, sensitivity and tact;
- how to implement emotionally intelligent strategies that balance the need for outcomes with the relational needs of those involved;
- applying emotional intelligence in large scale and cross-cultural settings.

This practical and interactive workshop can be tailored to your needs. For more information please enquire today info@rhianwilliams.com.au or phone 02 6230 2955.