



## **First Impressions and Negotiation Skills**

This 2-day course gives a basic overview of ensuring that you make a good first impression, understand your clients and their body language, use your own body language to best effect, and negotiate successfully. It provides hints and tips, knowledge, tools and techniques as well as experience in a safe environment.

### **Course Goals**

#### **First impressions**

- The 7 First Impressions Fundamentals
- Overcoming a bad First Impression
- The 4 Social Gifts
- The Brand Called YOU

#### **Reading Others**

- The basics of NLP
- Reading your clients' Body Language
- Using your own body language effectively

#### **Negotiation**

- The 6 steps to success
- The 4 Questions
- The 6 Principles

### **Methods**

We use little theory and lots of practice, with active feedback, discussion and exercises.

### **Overview**

#### **Day 1 - morning**

First Impressions

#### **Day 1 - afternoon**

NLP

Reading others

#### **Day 2 – all day**

Successful negotiation skills