

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