



3 STAGE PUBLIC PROGRAMS

PROFESSIONAL NEGOTIATION & INFLUENCING PROGRAM

- Negotiate with confidence
- Do deals that deliver
- Get what YOU want

THE ENS INTERNATIONAL PROFESSIONAL NEGOTIATION AND INFLUENCING PROGRAM

Become a confident negotiator. Understand what drives the other party. Counter their tactics. Prepare for your negotiations systematically. Significantly improve your outcomes. Business success depends on negotiation success.

Established 35 years ago, **ENS International** is a highly respected global consultancy that has developed a proprietary methodology specifically designed so that professionals can optimise their influence on others. **ENS International** delivers superior negotiation and influencing programs that significantly enhance outcomes while simultaneously enabling effective interpersonal relationship skills. The ENS methodology is used in over 60 countries by some of the world's largest, most successful companies.

THE ENS INTERNATIONAL APPROACH

The fast-paced ENS workshops are both practical and intensive learning experiences. Rehearsal techniques are used extensively to provide participants with on-the-spot practice and instant feedback. These interactive programs are specifically designed to challenge participants and build negotiation confidence. The ENS Negotiation Process Framework empowers participants immediately. The results are improved negotiation outcomes and strengthened personal influencing expertise.

THE ENS INTERNATIONAL QUALITY ASSURANCE

Three decades of training and strategic consulting service delivery around the globe speaks volumes about **ENS International** credibility. This is complemented by a 'who's who' of hundreds of corporate, government and not-for-profit clients.

WHO SHOULD ATTEND

Anyone who interacts on a daily basis with another person will benefit from the ENS Professional Negotiation & Influencing Program. Tailored programs are designed to meet the specific needs of individuals and organisations. They are ideally suited to all levels of business professionals and management. Any business that relies on strong management skills should participate.

THE ENS INTERNATIONAL PROFESSIONAL NEGOTIATION AND INFLUENCING PROGRAM

The three stages of the **ENS International** negotiation program are designed to provide participants with invaluable skills to enhance business or organisational negotiating and influencing outcomes, and to advance their careers. Each stage is a stand-alone, 2-day interactive module that intensifies skill development and allows participants to build capability to the level they require.

Completing all three stages provides participants with:

- added confidence and a professional approach
- the ability to streamline negotiation timeframes, and
- achieve better results while retaining relationships.

The ENS three-stage program has been designed for incremental learning, where the skills developed in Stage 1 complement those developed in Stages 2 and 3. While there is no obligation to undertake all three stages, the completion of all three will result in the achievement of significantly advanced negotiation capability.



THE FACILITATORS

ENS International programs are delivered by highly credentialed and experienced negotiation practitioners who undergo a rigorous training accreditation process. All ENS consultants have wide commercial experience, outstanding expertise in their field and strong business aptitude. With a combination of life experience success and professional acumen, facilitators work with participants to unlock their negotiating potential.

THE WORKSHOP MATERIALS

In Stage 1, participants receive the **ENS International Negotiation & Influencing** workbook. This comprehensive text is ideally suited for ongoing development, enabling participants to refresh, revise and review their program participation.

Stage 2 participants receive the **ENS International Professional Negotiation & Influencing** reference manual which is also used in Stage 3. This resource provides participants

with a complete suite of tools and reference materials needed to achieve successful outcomes from all negotiations.

For all Stages, participants receive special aide-memoire support materials.

PROFESSIONAL NEGOTIATION AND INFLUENCING

STAGE 1 – ‘THE SKILLED NEGOTIATOR’

HOW CONFIDENT A NEGOTIATOR ARE YOU?

Introducing participants to the complexity of negotiation and influencing skills, Stage 1 focuses on building your negotiation confidence.

Stage 1 has been designed to empower and build capability through practical hands-on experiential exercises. Providing insights into effective strategies and how to employ tactics to achieve goals in personal and professional situations, participants workshop real life cases.

Being the initial module in a three-phased approach, Stage 1 develops and improves foundational negotiation and influencing skills.

ENS International recommends participants complete the Stage 2 & 3 modules to achieve optimum results and deepen negotiating understanding and implementation. Each learning module has been developed to increase competency through increased immersion.

STAGE 1: LEARNING OUTCOMES

From this very practical 2-day skills development workshop, participants will achieve more successful outcomes and will be better able to:

- Identify and capitalise on the difference between how we negotiate and what we negotiate
- Gather vital information for preparing systematically
- Understand what drives the other party
- Utilise different negotiation styles intentionally
- Manage the ‘emotional atmospherics’ in each engagement
- Recognise the impact of strategically building common ground
- Identify the other party’s tactical manoeuvres
- Employ counter-measures to alter the balance of power
- Structure and use language to gain cooperation
- Beneficially manage timeframes
- Understand current influencing and negotiating best practice

On completion of Stage 1 participants will have the knowledge and tools to engage in their very next negotiation with confidence.

PROFESSIONAL NEGOTIATION AND INFLUENCING

STAGE 2 – ‘THE STRATEGIC NEGOTIATOR’

HOW STRATEGIC A NEGOTIATOR ARE YOU?

Stage 2 builds on the growth and heightened confidence gained in Stage 1. This 2-day module unravels complicated scenarios and relationships by providing simplifying strategies. It will be specially helpful for participants involved in complex negotiation situations where team alignment is critical.

Employing the **ENS International** Systematic Preparation framework, Stage 2 examines strategic options and how to use them effectively. It also provides a deeper insight into how to read the other party and develop counter-intuitive tactics.

The Stage 2 module provides hands-on skills development through critiqued practice with close attention being given to recognising and managing each phase of the negotiation process.

Participants in Stage 2 strengthen the skills developed in Stage 1. **ENS International** recommends that Stage 1 be completed before commencing Stage 2 which develops deeper understanding and more complex skills development.

STAGE 2: LEARNING OUTCOMES

From this 2-day negotiation competency- deepening workshop, participants will achieve more successful outcomes and will be better able to:

- Review and audit your current application of the unique **ENS International** methodology
- Develop and employ the ENS ‘secret’ strategy to achieve your desired outcome
- Intentionally sequence the progress of the formal negotiation event
- Manage the impact of both verbal and nonverbal behaviour
- Break deadlocks creatively
- Obtain meaningful concessions
- Remain calm and in control under pressure
- Know when to persist and when to walk away
- Lock in commitments to lasting agreements
- Generate and test strategic options through practice and rehearsal
- Implement the ENS Systematic Preparation Framework seamlessly in all future negotiations

On completion of Stage 2, participants will have a deeper and more strategic understanding of crucial elements in the negotiation process. ENS recommends that participants undertake Stage 3 to capitalise on learnt skills and increased professional development.

PROFESSIONAL NEGOTIATION AND INFLUENCING

STAGE 3 – ‘THE ADVANCED NEGOTIATOR’

HOW SOPHISTICATED A NEGOTIATOR ARE YOU?

Capitalising on skills learnt in Stages 1 and 2, Stage 3 of the **ENS International** Professional Negotiation & Influencing program challenges participants to demonstrate their powers of persuasion and superior negotiation capability. This fast-paced, advanced program encourages on-the-spot practice of ENS concepts and principles integral to achieving successful outcomes.

Specific coaching sessions will assist individuals by focusing on complex interactions. This advanced program is ideally suited to professionals who are required to operate at high-end, high-risk negotiation situations.

Selected Stage 3 graduates are offered the opportunity to join with a negotiation professional at the **ENS International** negotiation forum. Meeting regularly, forum members are encouraged to contribute to the detailed strategy being developed for newsworthy high-stakes negotiations. The forum experience provides insights and learning opportunities in the development and implementation of high-stakes negotiations.

STAGE 3: LEARNING OUTCOMES

Stage 3 is a rigorous coaching and mentoring workshop rather than a formally structured training program. The ENS negotiation practitioner will respond to participant needs and design the Stage 3 program to be challenging at an advanced level.

Core themes commonly include:

- Refreshing the ENS foundational negotiation concepts and techniques
- Understanding the dynamics of a

strong negotiation team

- Style consciousness – working outside the comfort zone
- Managing advanced concession trading
- Influencing difficult people in complex situations
- Staying in process control under pressure
- Being really aspirational
- Advanced questioning technique applying the ENS ‘secret’ strategy

- Effective listening – brain vs tongue
- Enhanced nonverbal rapport building
- Mental focusing (mindfulness) prior to the main event
- Closing the deal – making final offers
- Cross-cultural understanding
- Guiding critical negotiations to the outcomes you desire

PROGRAM INCLUSIONS

- Pre-program questionnaire. This is a vital part of participant pre-program and forms the basis for customising the program to meet individual needs and expectations
- Personal copies of **ENS International** workshop manuals
- The opportunity to develop your next important negotiation scenario supported by an ENS negotiation expert
- Special aide-memoire support materials and negotiation process pen
- Follow-on reinforcement action to ensure implementation of ENS concepts and techniques

LOGISTICS

Each program (Stages 1, 2 & 3) is held over two consecutive days:

– commencing at 8.45am

– concluding at 5.15pm

DATES

Refer to www.negotiate.org

VENUE

Confirmed upon registration. Registration form provided on request.

FURTHER INFORMATION AVAILABLE FROM

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www.negotiate.org

