



أكاديمية الزمالة  
العربية البريطانية



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Arab British Academy Fellowship  
A.B.A.F





# communication and negotiation

## Objectives

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- Internal communication process
- Listening skills and asking questions
- How to Communicate Nonverbally
- Negotiation and planning process
- Dealing with the most difficult negotiators
- Practical workshops
- How to Use the Negotiation Schema
- Self-assessment after negotiation
- Plan and conduct technical and non-technical negotiations
- How to be technically great
- Dealing with negotiators
- Best practices "in the preparation of any negotiations

## Who Should Attend?

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- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

## Seminar Outline

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### DAY 1

- communication skills
- Interpersonal communication
- Your role in ensuring clear communication between team members
- How the team is flawed and how to fix it



## DAY 2

- Non-verbal communication skills
- Learn how to read nonverbal references to others
- Search for clues and hidden meanings
- International nonverbal references that you may encounter

## DAY 3

- Interpersonal communication
- Non-verbal communication and body language - use to enhance your posture
- Use your voice to your advantage - tone, speed, style
- Make personal presentation - make the right impact
- Discover and overcome the obstacles to effective communication

## DAY 4

- Positive and solemn communication
- To say yes and you know you should say no
- Express your views directly and effectively
- Participate in meetings and gain the cooperation of others
- Use effective positive language

## DAY 5

- Persuasive and influential communication
- Express your opinions, thoughts, and requests with confidence
- Convincing communication - gaining the consent of others
- Make sure that your communication is clear, specific, and easy to understand
- Understand and gain a more lively and effective listening skill
- Enhance your interrogation skills





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