



## **Being able to collaborate with your clients and handle professional negotiations is critical to optimising income as well as enhancing client satisfaction.**

**Module 4, Advanced negotiation skills, is a practical and interactive workshop exploring how to negotiate a good return as well as offering excellent value and client satisfaction. We explore how we can promote *excellence* in our clients experience in dealing with us.**

Negotiations with clients can often be seen as *bartering* or finding a *middle ground*. This workshop helps you improve and perfect your own negotiation style. We discover some excellent tools to enable you to get the best out of negotiations with clients and winning excellent results for members of Chambers. We examine how to maximise income whilst maintaining long-term collaboration with clients.

This workshop is designed for client facing staff and will explore the following:

- **Understanding collaborative negotiation and setting objectives.**
- **Client research and preparation for negotiation.**
- **Negotiation styles.**
- **Value and maximising income.**
- **Ring-fencing or making “sticky” clients.**

This workshop is designed to be engaging and easy to follow for those seeking a deeper understanding of how to serve their clients better as well as increase the return for their own chambers.

### **“How is it done?”**

All of our workshops are developed with high levels of input from delegates. We professionally coach our delegates rather than tell them what to do. By doing this we achieve maximum learning, high relevance to Chambers and embed change.

Delegates will experience low levels of PowerPoint and high levels of interaction, leaving with all course notes and extended reading material.

### **“What will I get from attending?”**

- Confidence in setting negotiation objectives.
- Understand client drivers and how that affects the outcome and approach.
- Understand your own negotiation styles and what you need to be aware of.
- Be aware of your value drivers and how to enhance long-term trading relationships.