

## Learn Advanced Negotiation skills for your business.

Advance your Negotiation, Communication, Leadership and Sales strategies by adopting the skills from the world of Hostage Negotiation.

Learn what to listen for to tip the balance of power in your favour and influence the outcome.



### What's so different about your training?

High-stakes deals and opposing partners are a part of the corporate world. Hostage Negotiators face high-stakes, high-pressure, life-or-death situations every time they go to work. Through immersive training and repeat experience, they have learned how to build trust and make a connection in order to influence the behaviour and actions of others, within a short time frame. They do this by learning how to listen.

### How do you teach someone to listen?

We are all taught to listen from our own perspective but when you learn how to listen to another's perspective you hear a different context to the same event. That understanding then allows you to influence their behaviour, through their values and beliefs. We will teach you our "7 layers of Listening" which was developed by our Hostage Negotiators from their vast experiences and continued learning.

### What would I be able to do after your training that I can't do now?

Not only will you have gained knowledge on how to effectively listen, understand and influence people ethically, but we will also turn that into a skill that you can use immediately.



*These techniques are not complicated, but they are complex. You have to understand them in the context of the situation and behaviour, and most importantly, in the perspective of the person you're speaking to.*

**Kirk Kinnell**

### What do your clients say has been the biggest benefit of your training?

Learning how to understand what's really going on, how to listen for leverage, move from competition to cooperation, and the ability to connect with their counterparts with a deeper understanding, thus

1. Creating sustainable relationships.
2. Sustainable relationships lead to repeat business.
3. Repeated business means increased profits.

### Who acquires your services and why?

Our clients come from a diverse range of industries, such as high-end fashion brands, pharmaceuticals, telecoms, oil and gas, finance, the beverage industry, and many more.

The skills of Hostage & Crisis Negotiation provide them with advanced capabilities in Negotiation Strategies, Leadership Proficiency, Sales Techniques, Conflict Resolution and Communication.

### What style and type of training do you offer?

Our training is practical, immersive, challenging, and exercise-based, with role-play, and support throughout, it will be entertaining! We have 3 training packages each comprising corresponding modules, taught over 1, 2, or 3 days. Your training package is customised to meet your unique needs and requirements, and your existing skill level. It is underpinned by our IRESOLVED® mnemonic, which is a specific Negotiation strategy. It was developed to give our clients an A - Z process of the essential elements at the core of any successful negotiation and has empowered our corporate clients to achieve greater success.



“

*I've taken these skills and given them to people in the finance sector, the sales sector, the engineering sector...*

*everywhere there are people seeking to improve their communication skills; their understanding of other people.”*

**Kirk Kinnell**

## Training Modules

1

### Introduction to Negotiation Skills

1. Open dialogue and listening skills
2. Understanding others
3. Questioning skills within a conversation
4. Legitimacy, Credibility, and Trust
5. Conflict resolution and empathy
6. De-escalation of conflict
7. Making decisions in high-pressure situations

2

### Advanced Negotiation Skills & Application

1. Identify the problem, and secure your mandate
2. Examine the issue and analyse people
3. Strategy & Tactics
4. Power and Leverage
5. Corporate Negotiations
6. Dealing with difficult profiles

3

### Advanced Leadership Programme

1. Critical Decision making
2. Feedback
3. Threat Risk and Harm
4. Progress Assessment Reports

## Our Negotiators

Our Negotiators each, have over 30 years of experience in law enforcement and Hostage Negotiation. Since moving into the World of Corporate Negotiation over five years ago they have worked with clients in the UK and Globally, including Australia, Brazil, China, Denmark, Dubai, France, Germany, Holland, Israel, Lebanon, New Zealand, Oman, Poland, Portugal, Republic of Ireland, Serbia, Singapore, Switzerland, USA.



## Contact US

If you want to learn to lead all your future negotiation and sales meetings, **contact us.**

[info@negotiatedresolutions.co.uk](mailto:info@negotiatedresolutions.co.uk)

[www.negotiatedresolutions.com](http://www.negotiatedresolutions.com)

[linkedin.com/company/negotiatedresolutions](https://www.linkedin.com/company/negotiatedresolutions)

