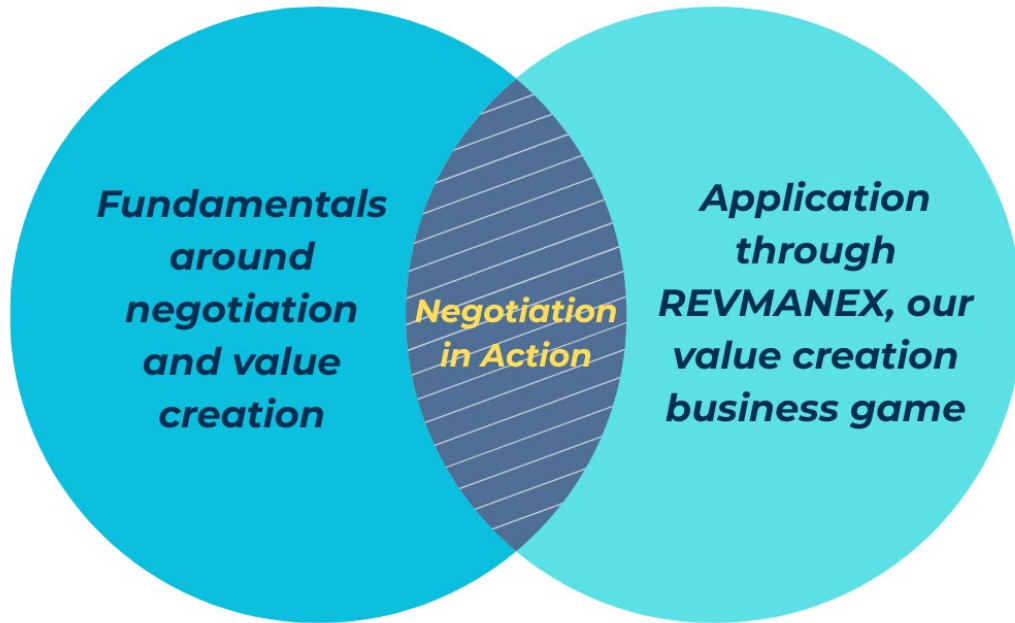


Negotiation in Action

Enhance team performance and drive value creation through customer satisfaction



An effective mix of key concepts and real-world, practical application !

An interactive training program **in pairs within 16 to 20 participants sessions.**

Learning takes place through **strong self-awareness and awareness of others, in a playful and supportive environment.**

Standard format : **1 day session – Face to face or online**

Custom-designed for your teams: adaptable content, delivery format, language, and practice tools aligned with your products, context, buyers profiles...

Negotiation in Action

Enhance team performance and drive value creation

Negotiation fundamentals

- Cognitive bias
- Detecting signals in negotiation – Non Verbal Communication



OUR STANDARD FORMAT – 1 Day session

(could be adapted to your needs and context)

Practical Application with **Revmanex**

Business Game in Pairs within a session of 16 to 20 participants

Context: Working in pairs to train and then **negotiate deals with different types of buyers**, each with their own profiles and requirements.

Active Listening & Empathy



Managing relationships during a negotiation

Trust
Reputation
Justice



Creating Value through customer satisfaction



Objective:

Apply Key Concepts and Best Practices according to Your Interlocutor.

- **Becoming aware of the Key Challenges** in Negotiation.
- **Recognizing weak signals ((emojis and Reactions on the Platform)** and demonstrating adaptability and empathy to reach a successful deal.
- Build a relationship of **trust with a win-win mindset**.
- **Understand the importance of customer satisfaction as a cornerstone for creating lasting value.**