



## Sharpen Your Negotiation and Influencing Skills for Business Success

October 19 - 20, 2020 | 9.00am - 5.00pm | FMM Selangor & Kuala Lumpur Branch

### OBJECTIVES

- Become a more effective negotiator by developing your "tool kit" of negotiation tactics and strategies
- Learn tactics that work in the real world
- Master persuasiveness and influence in negotiation
- Establish and build instant rapport with the other party
- Ensure you do not lose out in any business dealings
- Learn to get what you want without generating bad feelings
- Turn objections into business agreements
- Evaluate your level of confidence and preparation - always know if the other side is telling the truth
- Find out how to avoid giving away too much
- Analyse and improve so as to arrive at win-win negotiating outcomes
- Master key negotiation techniques required for business success
- Be able to practise tactics to prevent & break deadlocks
- Learn some of the key negotiation tactics & strategies that top negotiators employ in their business dealings

### WHO SHOULD ATTEND

All senior managers and anyone who needs to solve their day-to-day work and business matters

Dates : **October 19-20, 2020**

Time : 9.00 am – 5.00 pm

Venue : **FMM Selangor & Kuala Lumpur Branch**

8A, Jalan Pensyarah U1/28,  
Hicom Glenmarie Industrial Park  
40150 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,272 per participant

(inclusive of 6% Service Tax)

Non Members – RM1,590 per participant

(inclusive of 6% Service Tax)

**(Fees include course materials, Certificate of Attendance, lunch and refreshments)**

**\* Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

For further enquiries, please contact:

Siti Nazihah / Syazwani / Fatahiyah

**FMM Institute**

**Selangor & Kuala Lumpur Branch**

Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: siti\_nazihah@fmm.org.my / syazwani@fmm.org.my /

fatahiyah@fmm.org.my

Visit us at: www.fmm.edu.my / www.fmm.org.my

### CONTENTS

- Strategic Negotiation - What Is It
- The Power of Persuasion and Influence in Negotiation
- Preparing for A Good Negotiation: Systematic & Focused
- Overcoming Deadlocks & Bluffing
- Raising the Bar: Negotiating Style and Powerful Tactics
- Bargaining & Preparing to Deal—The Heart of Negotiation
- Understanding Human Motivation, Behaviours and Attitude
- Managing Emotions During Negotiation
- The Millionaire Mindset for Negotiation
- Real Life Negotiation Activity

### FACILITATOR

**RACHEL KHOR** is a Certified NLP Trainer, PSMB Certified Trainer & a Certified Hypnotherapist. Besides being a Certified EFT & EQ Trainer, she is also a Master Trainer in Customer Service, Communication & Negotiation Skills trained in USA & Australia. She has honed & fine-tuned her training skills & techniques over a period of 18 years of varied business experiences as well as running her own event management company. Over the last 16 years her company has organised close to 8000 conferences, workshops & seminars in Malaysia, Singapore, Indonesia, Thailand, Hong Kong & China reaching out to over 300,000 participants. She holds a degree in Business Studies from the University of Bradford (UK). She is a Master Trainer in Mind Mastery, Silva Mind Method, Mind Frame Techniques, Edward De Bono's Creativity & Lateral Thinking courses. She is also trained in various areas of Leadership & Stephen Covey's Habits of Highly Effective People. She is a keen practitioner of Mind Mapping & Mind Power strategies by Tony Buzan. She is also trained in Sales Dog Training, Millionaire Mindset & Guerrilla Business Intensive. She has been coached & trained with some of the best world class trainers, business gurus, leading coaches & entrepreneurs including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale (hypnotic marketing), Jose Silva, Burt Goldman, among many others. Over the past 10 years, she has conducted numerous workshops & seminars throughout Malaysia, Jakarta, Bangkok, Singapore & China. She received her training in the UK, Australia & Singapore. She uses all her training & knowledge in neuro linguistics programming, hypnotherapy, laws of attraction, mind mastery, principles of success, science of getting rich, psychology, human behavior analysis, coaching, counseling & years of training to deliver the RESULTS DESIRED EVERY TIME. She is also backed by 18 years of top management corporate experience & exposure having worked for both public organisations as well as private companies in Australia, UK, Singapore, Indonesia, Thailand & Malaysia. Rachel is an extremely creative, dynamic, charismatic, humorous & versatile trainer who has fantastic rapport with the participants she trained with excellent communications skills. She always receives rave reviews & excellent ratings from the participants she trained. She achieves this by ensuring her training is relevant, highly interactive, exciting, stimulating & inspiring - made fresh with new ideas & concepts. Her *Unique Selling Point* is her creative approach to training & her ability to make the training unique, enjoyable yet rewarding & practical with easy to understand as well as easy to practise techniques, strategies & tactics. What she teaches can be immediately applied back at the office for immediate results. She mixes no nonsense pragmatic information with creative mind power & mindset changing strategies to make the course powerful & results oriented.



**FOR LIST OF TRAININGS BY FMM INSTITUTE**

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

# REGISTRATION FORM

## Sharpen Your Negotiation and Influencing Skills for Business Success

October 19 - 20, 2020 (Monday - Tuesday)

FMM Selangor & Kuala Lumpur Branch

**The Manager**

**FMM Institute Selangor & Kuala Lumpur Branch**

Tel: 03-55692950/4471/4171

Fax: 03-55694346

**SST No:W10-1901-32000105**

Please tick (√) accordingly:

PSMB Scheme:  **SBL**  **Non Contributor**

Require vegetarian meal:  **Yes**  **No**

Please register the following participant(s) for the above programme:

(To be completed in **BLOCK LETTERS**)

<b>1. Name</b>	<b>Designation</b>	<b>E-mail</b>
<hr/>		
<b>Nationality</b>	<b>IC / Passport No.</b>	
<hr/>		

<b>2. Name</b>	<b>Designation</b>	<b>E-mail</b>
<hr/>		
<b>Nationality</b>	<b>IC / Passport No.</b>	
<hr/>		

<b>3. Name</b>	<b>Designation</b>	<b>E-mail</b>
<hr/>		
<b>Nationality</b>	<b>IC / Passport No.</b>	
<hr/>		

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_