



## NEGOTIATING YOUR WAY TO BUSINESS SUCCESS: What You Need to Know to Get What You Want

### Key Objectives:

- To teach participants strategies to prepare for effective negotiation.
- To ensure participants have the skills to protect themselves from manipulative tactics while maintaining their composure.
- To have a clear understanding of the negotiation process as a conversation
- To increase the confidence of participants to negotiate and get what they want.

### Formats:

**Keynote, Three-Hour,  
 Day & Multi-Day  
 Training**

**May be followed by  
 executive coaching for  
 individuals & teams.**

**Negotiation is simply a conversation intended to create change in a relationship or outcome. It is critical to your success to negotiate well.**

In this informative, highly-interactive program, Dr. Rhoberta Shaler, author of *Don't Tell Me to Calm Down!*, gives people in the Professions straight-forward, practical strategies to create win/win situations. Get the results you want from your 'negotiating conversations'.

**Most folks start at a disadvantage. They wing it, force it, avoid it, fear it.  
 After all, we're not formally taught to negotiate.  
 Until now.**

**Employ the language of success and get what you want!**

**Confidently ask for what you need and want by using these effective skills.  
 Create mutually satisfying agreements. Know when to walk away.**

### Program Highlights:

- Strengthening your boundaries to stick to your guns
- Shifting your language so you can be heard
- Why most people fear negotiation and get less than they deserve
- The differences between men and women in the negotiation process
- Understanding when and how to make concessions
- Creating a winning mindset and attitude to negotiate
- Establishing transaction goals for getting the desired result
- Questions essential for uncovering the positions & goals of others
- Establishing criteria for satisfactory outcomes
- Understanding the differences between positions & interests
- Using shared interests to secure co-operation
- The place of persuasion & influence in the negotiating process
- Prevent or resolve disputes
- Create a climate of agreement
- Transform demands into problems requiring solutions

### Participants say...

*"Rhoberta's one of the most refreshing speakers I know. Totally original, she's a master at presenting high-content material in a fun, easy-to-understand manner!" - Bill Stainton, Ovation Consulting Group, Inc.*

*"Thank you for your positive, challenging & humorous presentation."  
 "Open, honest, fun presentation with good resources."  
 - Recent seminar participants.*

**Dr. Rhoberta Shaler solves people problems at work. She trains and coaches professional service providers worldwide who are committed to investing in their greatest asset... *their people.***

An expert facilitator, Dr. Shaler helps executives & entrepreneurs develop the effective communication skills they need to have powerful conversations that reduce conflict, build trust, and streamline negotiation. Clients say that Rhoberta Shaler, PhD, is "a *gentle, effective and enthusiastic teacher*" who is "down-to-earth while knowledgeable, practical, energetic...and humorous." An

acclaimed and popular keynote speaker, her light-hearted approach and value-packed content help audiences quickly grasp valuable skills & strategies. Author of over a dozen books & audio program, Dr. Shaler has built a worldwide community through her website, ezines, seminars & teleseminars at [www.OptimizeInstitute.com](http://www.OptimizeInstitute.com).

