



## Successful negotiation by phone

Negotiate convincingly with the right tactics



Negotiating by phone can be difficult. Your negotiating partner is not in the same room as you, s/he is on the other end of a telephone line. Without eye contact, proximity and non-verbal feedback, negotiations tend to be shorter but also tougher. This leads to less information being exchanged and more assumptions being made, as well as misunderstandings occurring when subtle signals are missed. Arguments and demands also sound harder and more audacious than when made face-to-face. This is why it is vital to plan your conversation strategically and with a clear target in mind, and then to take an active lead.

### **Target group**

People who negotiate on the phone or who conduct initial or final negotiations for others.



**EN GARDE**  
Verhandlungstraining

## Training content

- Use the En GardE NegotiationsChrono as a tool to lead telephone conversations
- Using voice, language, volume, pace and pauses effectively
- Countering possible objections immediately and effectively during the call itself
- Getting to know how to avoid unnecessary »gifts« and bad compromises in practice
- Practising in a real setting with video telephony including immediate audio/video feedback
- Checklists and useful tools will be provided so that you can apply what you learned to your business negotiations

## In-house training

In-house training seminars are available for groups of six or more.  
You choose the date and location!

**This training is also available in German: Verhandlungserfolg am Telefon**

**Contact us. We will be delighted to advise you.**

We are happy to advise you on the perfect training for you.



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