



## EN GARDE MASTER CLASS

*Mastering difficult negotiations*

2-day intensive training programme – in English

The optimal intermediate training, available exclusively for customers who have already participated in the En GardE training seminar »Effective Business Negotiations«. Some negotiations are more difficult than others; some discussion partners are extremely hard to crack. Moreover, time pressure, sudden environmental changes and tactical games can endanger the desired result. This intensive training makes you fit for particularly difficult negotiating situations.

### TRAINING CONTENT

- Refreshing and consolidating NegotiationsChrono and ESP
- Dealing with three tactical categories: obstruction, attack, deception
- Negotiating under pressure: bluff, time pressure and ultimatum
- Managing excessive demands and »take it or leave it«, particularly with monopolists
- Elegant question techniques for intervention and information
- How to deal with personal and unfair attacks
- Handle positions set in cement and blockades quickly and correctly
- Build cooperation and attachments by means of the »four fantastic questions«
- Checklists and tools for secure practice transfer



The Master Class Chrono –  
a tool for each participant.

### TARGET GROUP

For customers who have already participated in the »Effective Business Negotiations« seminar and who wish to hone their negotiation skills for particularly difficult negotiations.

### REGISTRATION & QUESTIONS AUSTRIA

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