## Negotiation & Communication: Effective Techniques for Accountants Self-Study Webinar (10 Hours)

SO14524D SO145

Self Study Webcast Dec 20 - Dec 21

## Overview:

Negotiation is a critical skill for accountants. Whether you negotiate externally with vendors, clients and regulators, or internally with co-workers, your negotiation skills determine your ability to get your work done efficiently, build strong relationships and meet the interests of your organization. In this self-study webinar you will learn to:

- Effectively communicate with colleagues or clients
- Prepare and practice negotiating techniques that work
- Achieve goals while improving relationships
- Enhance your value to your company

## **Objective:**

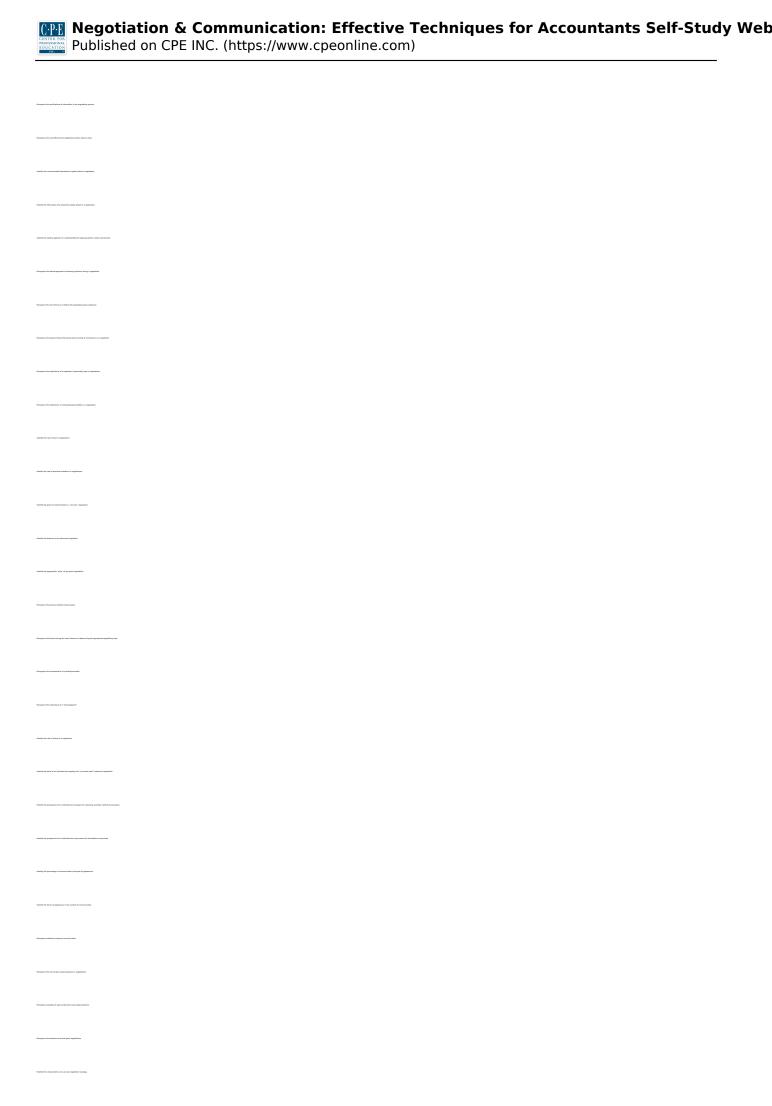
To provide the financial professional with the communication and negotiation skills needed to enhance teamwork and productivity and influence decisions, both inside and outside the organization. You'll be equipped to resolve conflicts, maximize outcomes and arrive at mutually beneficial decisions with colleagues and clients. You'll also gain a clear understanding of the benefits to you and your company.

**Detailed Learning Objectives** [1]

## **Emphasis:**

- Why communication and negotiation skills are critical
- Negotiations and communications—more than a zero sum game
- Developing a strategy, setting goals and gathering information
- · Asking the right questions to get the information you need
- The importance of listening skills
- Communicating clearly and concisely to internal and external audiences
- Resolving conflict and promoting cooperation
- Making persuasive arguments
- The negotiation process
  - Stages of a negotiation
  - Using objective standards
  - Techniques for hard bargaining and recognizing "dirty tricks"
  - Deciding whether to accept an agreement or walk away
  - Constructing durable agreements

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· Martify the primary characteristics of neoclation
* servey me prinary inscensions of negotiation
· Monthly the critical factors in all negotiations
Recognise the types of powers held by the parties to a negotiation.



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Bottom <b>Prerequisite:</b> None.
Preparation: No advance preparation required.
Level of Knowledge: Overview.
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[1] https://www.cpeonline.com/JavaScript:showObjectivesPopup();

Links: