

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



1. Recognize the specification of information in the negotiating process

2. Recognize the major effect and pay negotiation process steps in time

3. Identify the communication information to gather before a negotiation

4. Identify the information that should be readily shared in a negotiation

5. Identify the cultural approach to establishing the negotiating party's needs and interests

6. Recognize the cultural approach to planning questions during a negotiation

7. Recognize the role of time and reflects the negotiating party's behavior

8. Recognize the impact timing often giving and receiving of communication in a negotiation

9. Recognize the implications of a negotiator's personality type in a negotiation

10. Recognize the implications of establishing precedents in a negotiation

11. Identify the role of power in a negotiation

12. Identify the role of personal confidence in a negotiation

13. Identify the goals of negotiating in a "win-win" negotiation

14. Identify the features of an adversarial negotiation

15. Identify the negotiator's "style" of any given negotiation

16. Recognize the primary methods of persuasion

17. Recognize the factors having the most influence in determining how negotiators negotiate their style

18. Recognize the characteristics of a skilled presenter

19. Recognize the characteristics of a "hard negotiator"

20. Identify the role of silence in a negotiation

21. Identify the traits of an individual who employs the "harvard style" method in negotiation

22. Identify the perspective of an individual who employs the reasoning and logic method of persuasion

23. Identify the perspective of an individual who uses power and intimidation to persuade

24. Identify the perspective of communication received by negotiator

25. Identify the focus of negotiators in the context of communication

26. Recognize methods to improve communication

27. Recognize the role of open-ended questions in a negotiation

28. Recognize examples of open-ended and close-ended questions

29. Recognize the elements of mutual gains negotiation

30. Identify the characteristics of an open negotiator strategy



Identify the goal for goals in negotiation

Recognize negotiation as a process

Recognize the role of negotiating in the context of negotiation

Identify the goals of goals in negotiation and the goals of negotiation

Identify the role of negotiating in negotiation

Identify the responsibilities of negotiators during the negotiation

Recognize the different types of goals in negotiation

Recognize the responsibilities of negotiators in negotiation

Recognize the role of negotiating in negotiation

BottomPrerequisite:

None.

Preparation:

No advance preparation required.

Level of Knowledge:

Overview.

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Links:

[1] [https://www.cpeonline.com/JavaScript:showObjectivesPopup\(\);](https://www.cpeonline.com/JavaScript:showObjectivesPopup();)