

COURSE TITLE	NEGOTIATING SKILLS
COURSE AIM	Many people look upon negotiating as an unpleasant, stressful chore to be avoided at all costs and because of this they frequently get the short end in bargaining sessions. The course helps you to improve such skills and become more proficient.
COURSE CONTENTS	<ol style="list-style-type: none"> 1. Introduction to Negotiations 2. Negotiation Preparation 3. Non-verbal communication 4. Bargaining techniques 5. Bargaining Tactics
DURATION	30 hours
SCHEDULE	Twice a week, 5.30pm to 8.30pm.
VENUE	At the ETC Training Complex in Hal Far.
INTENDED FOR	Owners/managers and prospective owners/managers of small business. Participants must be at least 16 years and be literate and numerate.
FEE	Nil
CERTIFICATION	The Institute will award Certificates to candidates who pass a final examination set by the Institute.

