

Negotiating and Influencing

Essential skills for credit professionals

Further your effectiveness in securing payment and influencing other commercial arrangements from this practical course in negotiation and influencing. Learn how to plan and conduct negotiations and develop your personal influencing style.

What will you gain?

- Understanding of negotiation and influencing techniques and how to use these skills at work.
- Increased ability to influence internal and external customers.
- Post-course assignment if you are interested in getting qualified.

Who is it for?

The training is designed for credit professionals looking to develop their skills and self-confidence in negotiating with internal and external customers. The course is an ideal follow-on from telephone collections training.

What will it cover?

- Negotiation and influencing principles
- What influences people and style to use
- Types of negotiation
- Negotiation strategy and preparation

Assessment

Questionnaire six weeks after training so you can check progress with your action plan.

Opportunity to complete an assignment to gain a Level 2 or Level 3 award in negotiation and influencing (6 credits) in January, June or October.

Duration	1 day
Cost	£310 + VAT CICM member
	£390 + VAT Non-member
Code	S315

Recommended next course:

Customer relations and cash collections

Training options



Open training



In-company training

**OPTIONAL assignment towards
CICM Certificate in Credit Management**

“ Feel more confident in my knowledge and skills. ”

Credit Controller, Awarding Body

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The Recognised Standard

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