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Negotiation Skills Course

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Effective negotiation gives the employees the tools to handle difficult situations and reach positive resolutions, thus ensuring that long term relationships are developed between the airline and its Customers.

Employees will be able to negotiate positively through most difficult situations with confidence.

Types of negotiation:

- Negotiator's tool Kit
- Initiating the negotiation
- Accurate identification of the other party's needs
- The Negotiation process
- Identifying barriers to a positive resolution
- Handling barriers
- Resolving problems
- Handling complaints
- Concluding the negotiation
- Interpersonal skills
- Communication
- Accurately reading the other party's communication
- Techniques that can influence a negotiation from negative into a positive

Duration: 3 days

Pricing: RO 415