



## **CRED: Successful and Skilful Communication 23 January 2024**

### **Programme**

**Presenters:** Joe Cheal, Imaginarium Learning & Development

<b>Time</b>	<b>Session</b>
<b>9:15</b>	<b>Registration</b>
<b>9:25</b>	<b>Welcome from TOPRA</b>
<b>9:30</b>	<b>Introduction &amp; Context Setting</b> <ul style="list-style-type: none"><li>• Definitions: Negotiation and Influence</li><li>• The Four Qualities of Influential People</li></ul> <b>The Principles of Negotiation</b> <ul style="list-style-type: none"><li>• Results, approaches and strategies</li><li>• Stages of a negotiation</li><li>• Tradeable and Concessions: making a negotiation more effective</li></ul>
<b>10:45</b>	<b>Morning Break</b>
<b>11:00</b>	<b>Negotiation Planning &amp; Doing</b> <ul style="list-style-type: none"><li>• Getting Clear about your outcome</li><li>• Key questions: What do you need to know?</li><li>• How to avoid surprises</li><li>• Golden rules and general do's and don'ts</li></ul> <b>Presentation Planning and Structure</b> <ul style="list-style-type: none"><li>• Planning tool – structuring and sequencing</li><li>• Developing an impactful introduction</li><li>• Working with the 'mind of the audience' – how to engage!</li></ul>
<b>12:30</b>	<b>Lunch</b>
<b>13:15</b>	<b>Presenting Your Proposal</b> <ul style="list-style-type: none"><li>• Presenting complex information</li><li>• Handling questions: 'On the Spot' Model</li></ul>
<b>14:45</b>	<b>Afternoon Break</b>
<b>15:00</b>	<b>Presentations with Feedback</b>
<b>16:30</b>	<b>Wrap-up</b>
<b>17:00</b>	<b>Close</b>

*Programme subject to changes*