

Case Study – Negotiation Skills for Senior Management

The Company

An independent firm of Chartered Surveyors who specialise in the valuation of doctors' surgeries on a Nationwide basis. Providing services that act in the interest of doctors with regards to the value of their surgery.



The Business Problem

The clients Board of Directors felt that a lack of negotiation skills was restricting both their confidence to win new contracts as well as successfully negotiate more profitable deals with their current client base.

The Solution

Following research meetings a bespoke negotiation course was developed that included role plays using actors playing 'the client' who has been briefed on typical scenarios that the client may face in their business.

The Benefits

The client has put the skills learnt into practice resulting in better deal with existing clients and more confidence when dealing with prospective clients who were undecided as to whether to use their services.

Client Feedback

'Many thanks again for your help, advice and guidance during our days with you. I know for certain the skills learnt have been put into practice already. Thanks again for your help and for the realistic role plays.'