

## **Meeting Skills Training Course Description**

### **How to Manage Relationships**

- How to interact with a customer effectively to get maximum results?
- What to say, how to say it and how to look?
- How to handle potentially aggressive remarks by your customer?

### **Body Language**

- How to greet a customer and establish rapport?
- How to use your body language to understand others better?
- How to read clusters of gestures?
- How to read subconscious signals by reading palm orientation and finger layout?
- What are the signals that indicate the other person is defensive?
- What is partial-arm-cross and what does it suggest?
- How to do a *power gaze*?
- What are various leg crosses and what do they suggest?

### **Effective Meetings**

- How to participate or hold meaningful and efficient meetings?
- What are pre-meeting preparations?
- How to prepare an agenda?
- What should be discussed in a typical office meeting?
- How to prepare, run and finalize a meeting?
- How to avoid wasting time in meetings?
- What are post-meeting activities?

### **Questioning Methods**

- How to use various types of questioning techniques to get better answers?
- How to use listening skills to get more information from your clients?

### **Negotiation**

- How to get a fair deal when negotiating with your clients?
- How to set your limits when negotiating over price? What strategies are known to work best?
- How to maximize your long-term results when dealing in repeated negotiations with a particular customer?
- How to reduce tension while negotiating so you can get better results and manage a meeting more effectively?

## **By the end of this course, participants will be able to:**

- Build **strong relationships** with your clients
- Read **body language** and use it to your advantage
- Lead and participate in **efficient meetings** to get maximum results
- Ask specific types of **questions** to obtain more information
- **Negotiate** effectively and make “fair” deals
- Participate in many **educational and entertaining exercises** to learn the skills quickly