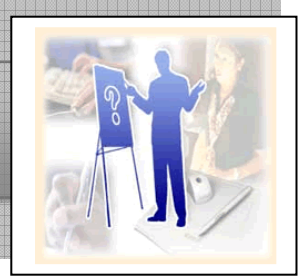


# Be A Powerful Negotiator

RM1500 ~ Crystal Crown Hotel, Petaling Jaya



## Course Overview

How do you know when you have gotten the best deal? A fair price? Skilled negotiators know the answers to both of those questions. In this onsite negotiation training program, participants will learn how to determine whether they will win or lose before a negotiation even starts; how to spot dirty tricks from a mile away; the essential steps of a skilled negotiation; and more. Through multiple case studies and hands-on activities participants will practice skills learned throughout this interactive, fast-paced program.

## Course Objectives

At this program's conclusion, participants should be able to:

- Identify possible negotiation outcomes.
- List the eight steps of the negotiation process.
- Understand and identify different behavioral styles and adapt as necessary.
- Apply techniques for successful negotiation by successfully answering case studies and participating in practice cases.
- Recognize dirty tricks and tactics.
- Demonstrate the use of successful concession making.
- Develop an action plan to improve negotiation skills.

## Course Content

- Win-Win, Win-Lose, Lose-Lose: Understanding Negotiation Outcomes
- The Eight-Step Negotiation Process: From Fact Finding to Autopsy
- Communication Jungle: Negotiation with Different Types of People
- Beyond the Basics: Deadlocks, Standstills, and Concessions
- Tricks, Traps, and Tactics: What to Be Aware Of
- Setting the Stage: Understanding the When and Where of Negotiation
- Show What You Know: Practice Negotiation and Action Plan

## For Whom

For those who are involve in decision making and negotiations.

## Trainer Profile

**Mathy Randhawa is a** certified Corporate Trainer by Deloitte United Kingdom with more than 10 years of work experience. She is a Law graduate from United Kingdom and has a certificate of Completion To The Bar by Lincoln's Inn (UK).

Mathy has conducted training interventions in various industries; hotels, small scale industries, minor & major manufacturing industries, government units, public sectors, colleges & other educational institutions. She brings to table a proven expertise in identifying training needs, designing training content, developing assessment centers and executing them.

To compliment the above, Mathy has an extensive experience in customer service, recruitment, training and development of the workforce. Her clients including Cadbury Malaysia, Intel Kulim, Telekom Malaysia, Sime Logistic International, Puteri Pan Pacific Hotel, Mutiara Hotel, Iskandar Malaysia in collaboration with UTM, Khazanah Nasional Berhad, Sunway College, Olympia College and Stamford College.

As a result oriented Corporate Trainer, Mathy focuses in helping people dramatically increase their image impact, visual presence, improve their business and social skills, maximize their communication skills and improve their levels of performance.

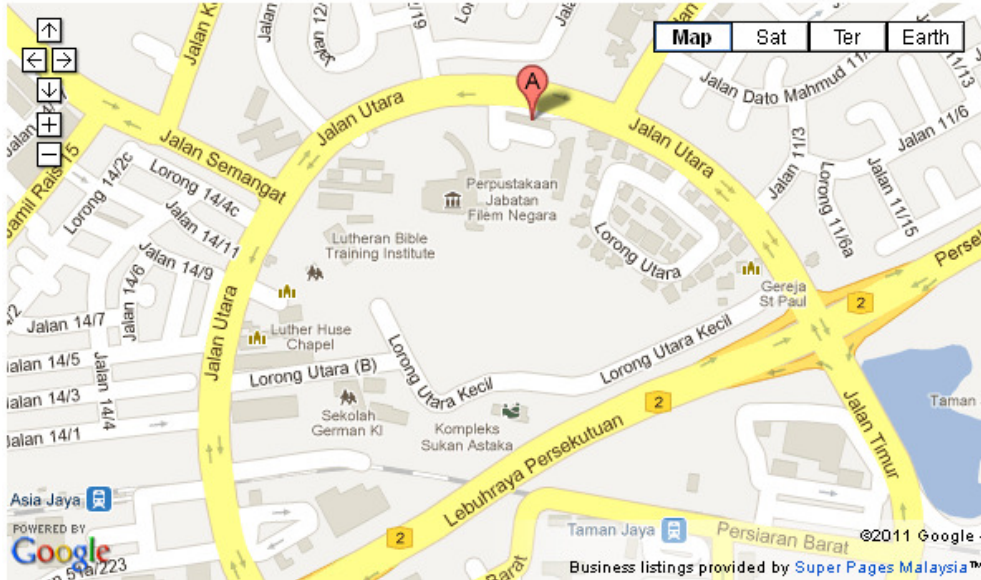
She have been in this field for almost 15 years and very well versed with labour laws and other aspects of Human Resources and Customer Relations. Experience in tailoring and customizing modules for corporate training. Modules organized will be based on four aspects of communication example speaking, listening, reading and writing.

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## Location Map



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### Date

28 & 29 February 2012  
23 & 24 May 2012

### Time

9.00 am – 5.00 pm

### Crystal Crown Hotel, Petaling Jaya

12, Lorong Utara A, Off Jalan Utara,  
46200 Petaling Jaya, Selangor,  
Malaysia.  
Tel : 03-7958 4422  
Fax : 03-7958 7223

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### Course Fee

#### RM 1500 per person

*Course Fee includes Lunch, Tea-Breaks, Course Notes and Certificate of Completion*

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### Early Bird and Group Discount

Register at least 2 weeks before the training and enjoy a discounted fee of RM1,400.

Group of 3 or more participants from the same company will enjoy a 5% discount on the applicable fee

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# Be A Powerful Negotiator

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## REGISTRATION FORM *Please (/) your preferred date*

28 & 29 February 2012     23 & 24 May 2012

### Billing Details

Company Name : \_\_\_\_\_

Contact Person (Mr / Mrs / Ms) : \_\_\_\_\_

Designation : \_\_\_\_\_

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

Email : \_\_\_\_\_

Company Stamp:

Authorised Signature :

## PARTICIPANT(S) DETAILS

### Participant 1

Name (IC No) : \_\_\_\_\_

Designation : \_\_\_\_\_

Email : \_\_\_\_\_

Contact No : \_\_\_\_\_

### Participant 2

Name (IC No) : \_\_\_\_\_

Designation : \_\_\_\_\_

Email : \_\_\_\_\_

Contact No : \_\_\_\_\_

### Participant 3

Name (IC No) : \_\_\_\_\_

Designation : \_\_\_\_\_

Email : \_\_\_\_\_

Contact No : \_\_\_\_\_

### Method of Payment

Kindly select the method of payment on the following:

( ) Pay the 1 week before the training

( ) By bank transaction

( ) By courier / by post

( ) Pay during the training

Bank Draft/Cheque No

RM

### ADMINISTRATIVE DETAILS

#### CONTACT PERSON

Ms YY Lee / Mrs Nor Aini Bahrom  
Tel: 03-6241 5211 / 016-226 4799 /  
012-278 666  
Fax: 03-6259 5455  
Email: yylee@cammgnt.com /  
admin@cammgnt.com

#### ADDRESS

**CAMBRIDGE MANAGEMENT SDN BHD**  
No. 33-3A-1 Jalan Metro Perdana Barat 1,  
Taman Usahawan Kepong Utara, 52100  
Kuala Lumpur

#### COURSE FEE

Normal fee – RM1500  
Group Discount – 5% (3 or more participants  
from the same company)

#### REGISTRATION

Complete the Registration Form  
and fax or email for reservation. All  
registrations will be confirmed **ONE WEEK**  
before the commencement of the course.

#### PAYMENT

Payment of fee must be made **PRIOR** to  
commencement of the programme.

Crossed cheques should be made payable to  
“**CAMBRIDGE MANAGEMENT SDN  
BHD**” or bank-in payment to **Maybank  
Account No. 5-12389-117631**.

Please fax the bank-in slip with your  
company's name to 603-6259 5455 as proof  
of payment.

#### CANCELLATION

Once a registration is confirmed, no  
cancellation will be allowed. If the registered  
delegate is unable to attend, a substitute is  
allowed and please inform us in writing via fax  
or email. Confirmed delegate who failed to  
attend and last minute cancellation is liable for  
the entire fee of the training.

#### CONFIRMATION

You will receive an invoice indicating course  
fee and seminar date. Check it for accuracy.

#### DISCLAIMER

CAMBRIDGE MANAGEMENT reserves the  
right to change the speaker, date and to  
cancel the programme should circumstances  
beyond the company control arise. CAMBRIDGE MANAGEMENT also reserves  
the right to make alternative arrangements  
without prior notice should it be necessary to  
do so.

**“ALL TRAININGS ARE 100%  
HRDF CLAIMABLE UNDER  
SBL SCHEME”**

( ) HRDF-SBL claimable

Application is subject to PSMB approval. You may submit the application with this  
brochure, together with the programme agenda and speaker's profile which we will  
provide to you upon request once you have registered.