



QUEEN'S  
UNIVERSITY  
BELFAST

WILLIAM J. CLINTON  
LEADERSHIP  
INSTITUTE

# NEGOTIATION & INFLUENCING SKILLS

Master negotiations to shape  
outcomes in our changing world.  
Learn skills to navigate conflict,  
influence and persuade with impact.  
Achieve value for your organisation.

SHAPING  
A BETTER  
WORLD  
SINCE 1845



# NEGOTIATION & INFLUENCING SKILLS

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A BETTER  
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SINCE 1845

## Build Professional Communication Skills and Influence Your Results with the Queen's University Negotiation & Influencing Skills programme.

The **Negotiation & Influencing Skills** programme is a professional programme designed by our experts for leaders and managers of all levels who are interested in shaping negotiation outcomes to get results. This programme will enhance negotiations with clients, colleagues, buyers, staff, direct reports or line managers, with the focus on adding value for your organisation.

### LEARN FROM THE EXPERTS AND NEGOTIATE LIKE A PROFESSIONAL

We will explore key negotiation tools and theories and critically, how these can be applied in the real world. Discover insights into your own personal negotiation characteristics as we evaluate your personal communication styles. Challenge your abilities as a negotiator and influencer with your peers in our interactive Harvard skills practice. Enhance and refine your communication attributes to build upon your strengths.

Learn how influence and communicate like a professional from the experts. Our programme features special guests Paul Fisher, Director of Negotiation at Oxford Saïd Business School and a Specialist Police Hostage and Crisis Negotiator from the Police Service Northern Ireland. They shall share their experiences, strategies and practical tips for managing difficulties and challenging situations and how to overcome them for positive results.

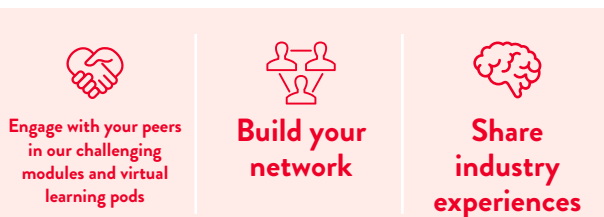
### MAXIMISE YOUR COMPETITIVE ADVANTAGE

Join our Negotiation & Influencing Skills programme and build a practical negotiation playbook with tactics and skills that will help maximise your competitive advantage. Take away insights into the art of persuasion, the importance of emotional intelligence and cross cultural considerations for effective communication in our online world.

### THE WILLIAM J CLINTON LEADERSHIP INSTITUTE

### THE LEARNING EXPERIENCE AT OUR VIRTUAL RIDDEL HALL

Our Negotiation & Influencing Skills programme is delivered interactively from our virtual online classroom in 6 days, delivery is through Zoom and supported by our online learning management platform. Our expert instructor led programme brings the rich William J Clinton Leadership Institute Riddel Hall experience to you with our engaging, interactive online classes.



## Apply Now and Learn How to Negotiate & Influence for Competitive Advantage

Join The Queen's University Negotiation & Influencing Skills programme and learn how to communicate effectively for today's online world. Understand theories, skills and tactics for negotiation and persuasion. Reach positive agreements and add value for your organisation. Develop your own personal negotiation style to influence and persuade with confidence. Places are limited for this high demand programme, so get in touch today.

**Cost** £1250 (VAT is non-applicable)

View our website for the latest schedule and dates. Get in touch for more information and to discuss the course;

e-mail: [leadershipinstitute@qub.ac.uk](mailto:leadershipinstitute@qub.ac.uk)  
call us on **028 9097 4394**

[www.leadershipinstitute.co.uk](http://www.leadershipinstitute.co.uk)

'Enda was incredibly engaging and knowledgeable. The course content was really useful and adaptable to my role. I would recommend this course to anyone who is dealing with negotiations at either the planning or implementation stages' **Laura-Anne Riddles**

'I run a production floor and I had identified that managing conflict would be an area that I needed to strengthen and this Negotiation programme was perfect for me' **Noel McKeegan**

'Fantastic course, professional delivered with a fun approach to the practical part of the course. Have learned so much from Enda, can't recommend highly enough' **James Millar**

## The Negotiation & Leadership Skills Programme Schedule

Launch & Orientation  
**Meet the faculty and your class (09:30 - 11:00)**

- 1 Day 1  
**Personal Negotiation Styles**
- 2 Day 2  
**Negotiation Theories**
- 3 Day 3  
**Influencing Skills and Online Negotiations**
- 4 Day 4  
**Negotiation Stimulation Launch & Orientation**
- 5 Day 5  
**Cutting Edge Negotiation Perspectives**
- 6 Day 6  
**Overcoming Difficulties and Cross Cultural Negotiations**

## Faculty



### Enda Young

Our Negotiation and Influencing Skills Programme is delivered by our accomplished programme director Enda Young. Enda is a highly experienced trainer and experiential learning facilitator, delivering programmes internationally for the Leadership Institute. Enda helps companies to build and optimise their leadership capabilities, driving organisational performance through their people. Enda is a negotiation and conflict resolution specialist and is particularly interested in improving resilience and communication skills to empower leaders through challenging times. Enda is a qualified executive coach and energises participants with his high energy, motivational, real world approach.



### Paul Fisher

Paul is an Associate Fellow at Saïd Business School at the University of Oxford and Programme Director of the Oxford Programme on Negotiation. He is also a Director of TCA Limited, a specialist international teaching and advisory firm.

Paul has over 20 years' experience in the field of communications, education and capacity building, helping private and public sector organisations to achieve their full potential. He has worked alongside some of the world's best-known organisations across multiple sectors. Paul also a certified business coach and cross-cultural trainer.



**Specialist Police Hostage and Crisis Negotiator**  
The Police Service of Northern Ireland



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## How to get more information

Visit our website for the latest availability, dates and fees:

[www.leadershipinstitute.co.uk](http://www.leadershipinstitute.co.uk) or contact us on **028 9097 4394**

or e-mail: [leadershipinstitute@qub.ac.uk](mailto:leadershipinstitute@qub.ac.uk)

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