Getting the Results Without the Authority Training Course Content

Course Objective: This course offers strategies to build relationships, identify the key people you will need to help complete your project, ask them for the assistance that you need, and orchestrate the process of moving your project forward to completion.

Prerequisites: There are no prerequisites for this course.

Lesson 1: Building Relationships

Topic 1A: Lay Groundwork
Topic 1B: Establish Rapport With Associates by Helping Them
Topic 1C: Establish Your Credibility

Lesson 2: Creating a Strategy to Get Results

Topic 2A: Justify a Business Need
Topic 2B: Build a Plan Around Your Company's Culture

Lesson 3: Getting What You Need from Others

Topic 3A: Prepare to Approach Others for Help
Topic 3B: Ask for What You Need
Topic 3C: Orchestrate Your Plan
Topic 3D: Reward Contributors

Lesson 4: Completing the Project by Yourself

Topic 4A: Justify Completing the Project by Yourself
Topic 4B: Manage the Consequences of Completing the Project by Yourself

Email Etiquette

Training Course Content

Course Objective: Students will learn the methods of proper communication through email.

Delivery Method: Instructor-led, group-paced, hands-on classroom training with activities. Additionally, manuals are provided for each student for after class reference.

Lesson 1: Email Basics
- When to use Email
- Advantages and disadvantages of using Email
- Company Email policies

Lesson 2: Email Message Body
- Using Email templates
- Using To, Cc and Bcc
- Using descriptive subject line
- Including opening and closing salutations
- Using a signature block

Lesson 3: Writing an Effective Email Message
- Proper word choice / Strong Words / Avoiding Jargon
- Improving structure and layout
- Using proper tone
- Using correct spelling and grammar
- Improving writing style

Lesson 4: Email Message Structure
- Structuring an Email message
- Formatting and style tips
- Using bullet points

Lesson 5: Email Etiquette Offenses
- Sending offensive Email
- Sending and responding to flaming/angry Email
- Sending or forwarding spam, and chain Email
- Spelling and Grammar
- Not responding to Email messages
- Sending confidential information

Lesson 6: Email Professionalism
- Email follow up / response time
- Checking Email regularly

Negotiating Skills

Training Course Content

Course Objective: You will perform the basic steps in a business negotiation.

Prerequisites: There are no prerequisite skills for this course, however, you might be interested in the following related courses: Communication Skills, Business Presentations, and Business Writing: From Email to Proposals.

Lesson 1: Preparing to Negotiate

Topic 1A: Establish a Successful Mindset
Topic 1B: Research the Other Party
Topic 1C: Determine the Value of the Item
       Being Negotiated
Topic 1D: Determine Where You'd Like
       Negotiations to Take Place
Topic 1E: Establish Your Best-and Worst-
       Acceptable Outcomes
Topic 1F: Research Your Best Alternative to a
       Negotiated Agreement (BATNA)

Lesson 2: Initiating Negotiation: Establishing the Ground Rules

Topic 2A: Establish Rapport
Topic 2B: Establish Your Status
Topic 2C: Choose the Communication Method
       for Negotiation
Topic 2D: Establish the Rules of Engagement
Topic 2E: Set a Timeline
Topic 2F: Establish How Negotiation Results Will
       Be Communicated and Implemented

Lesson 3: Negotiating

Topic 3A: Encourage the Other Party to Issue
       the First Proposal
Topic 3B: Make the First Proposal
Topic 3C: Counter the Offer or Proposal
Topic 3D: Accept an Offer or Abort Negotiations
Topic 3E: Work Through an Impasse

Lesson 4: Following Through

Topic 4A: Evaluate the Success of the
       Negotiation
Topic 4B: Follow Up on the Relationship

Lesson 5: Negotiating in Special Circumstances

Topic 5A: Cross-Cultural Negotiation
Topic 5B: Cross-Generational Negotiation
Topic 5C: Negotiation with Supervisors and
       Subordinates