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ADMINISTRATION AND SECRETARIAL | AS-043

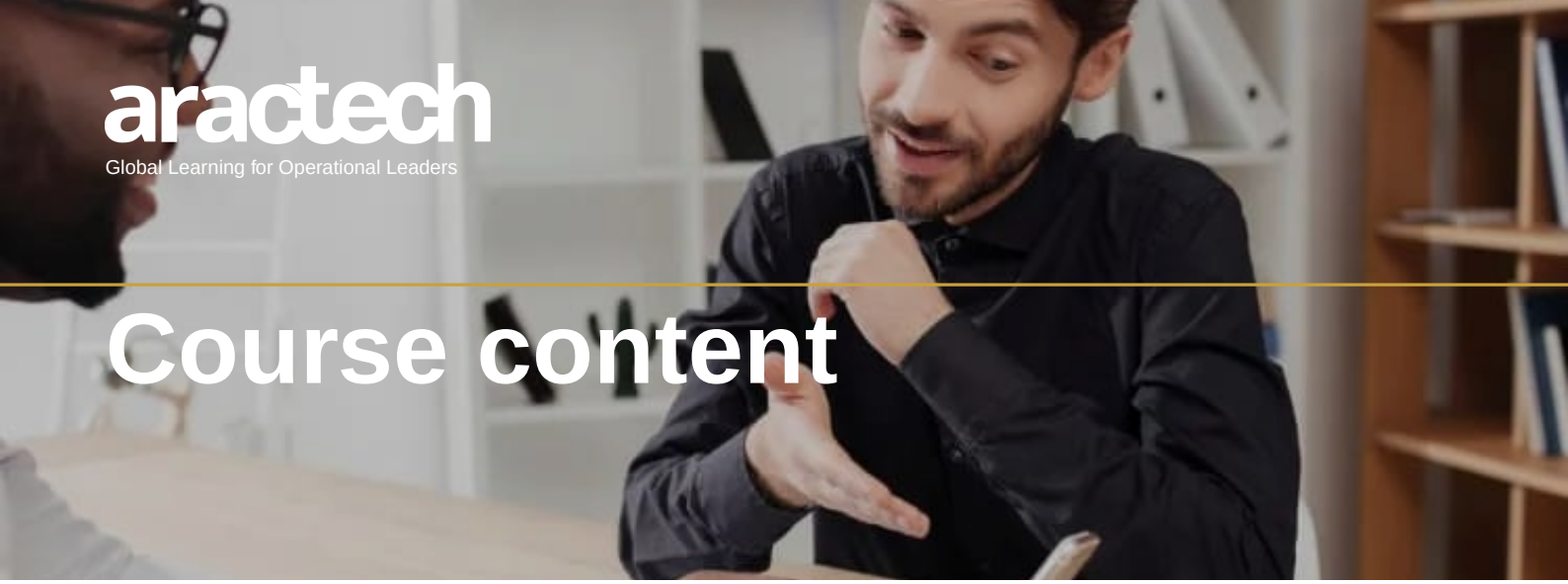
Negotiation and Influencing Skills for Assistants

Contact

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Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.



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Course content

Why Attend

Assistants negotiate and influence constantly, often without formal authority. They secure meeting times with busy executives, agree terms with hotels and suppliers, balance requests from several managers, protect their manager's time and persuade colleagues to meet deadlines. Doing this well requires confidence, preparation and strong interpersonal skills.

This Negotiation and Influencing Skills for Assistants training course gives participants practical techniques for reaching good agreements and gaining cooperation. They learn how to prepare for a negotiation, understand the other side's interests, use persuasive language, handle objections and resistance, and stay assertive while maintaining good relationships.

Course Methodology

• The course is built around practice. Participants take part in a series of negotiation and influencing role plays based on typical assistant situations, receive feedback from the trainer and peers, and analyse what worked. Short inputs on technique and self-assessment exercises support each practice round.

Course Objectives

• Explain the principles of collaborative negotiation and influence

• Prepare for negotiations with clear goals, limits and alternatives

• Understand the interests and motivations of different stakeholders

• Use persuasive and assertive language with confidence

• Handle objections, pressure and difficult tactics calmly

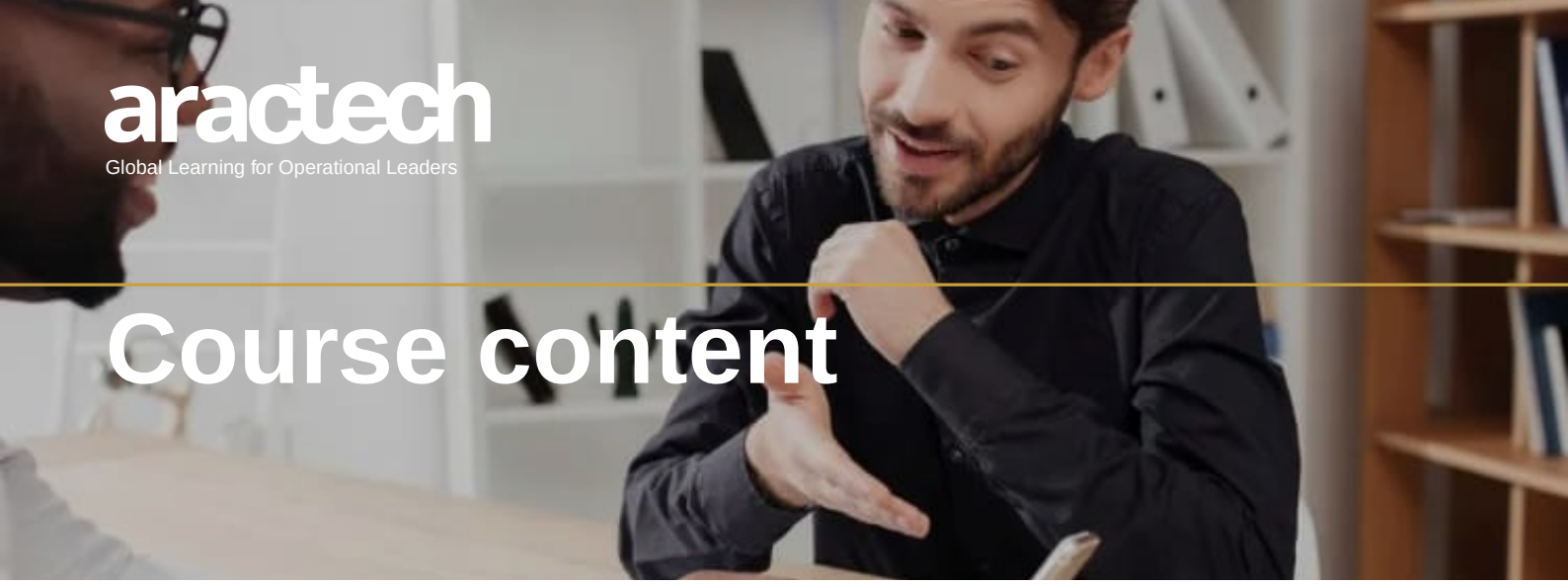
• Negotiate effectively with suppliers, venues and service providers

Target Audience

• Executive and personal assistants

• Office managers and team assistants

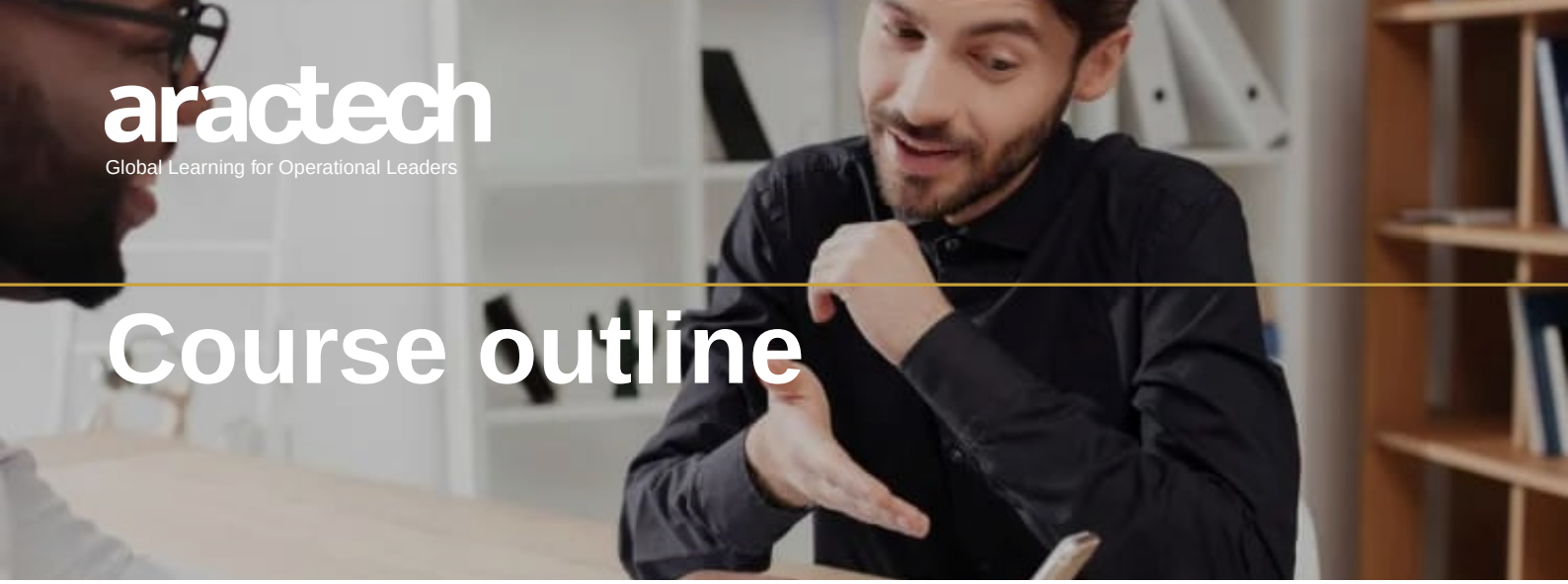
• Secretaries and administrative coordinators



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Course content

• Event and travel coordinators



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Course outline

Detailed course outline

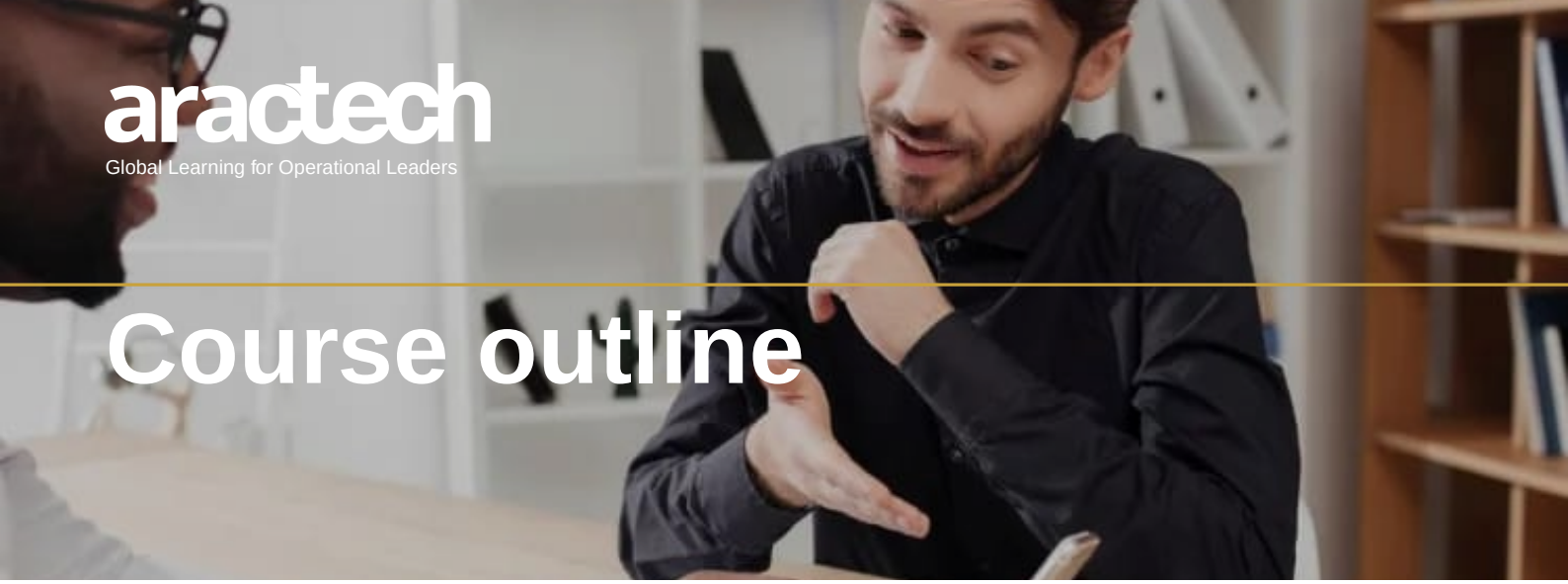
Day-by-day outline for Negotiation and Influencing Skills for Assistants.

Day 1 - Foundations of Negotiation and Influence

- 09:00-09:34 | Where assistants negotiate and influence in everyday work
- 09:34-10:08 | Positional bargaining versus interest-based negotiation
- 10:08-10:42 | Sources of influence when you have no formal authority
- 10:42-11:00 | Personal styles of handling conflict and negotiation
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Personal styles of handling conflict and negotiation (continued)
- 11:46-12:53 | Building credibility and trust as an assistant
- 12:53-13:27 | The link between assertiveness and successful influence
- 13:27-14:00 | Self-assessment of negotiation and influencing strengths

Day 2 - Preparing to Negotiate

- 09:00-09:34 | Setting objectives, ideal outcomes and walk-away limits
- 09:34-10:08 | Identifying your best alternative to a negotiated agreement
- 10:08-10:42 | Researching the other party's needs and constraints
- 10:42-11:00 | Planning concessions and the trades you can offer
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Planning concessions and the trades you can offer (continued)
- 11:46-12:20 | Choosing the right time, place and channel for negotiation
- 12:20-12:53 | Preparing questions and anticipating objections
- 12:53-14:00 | Exercise: preparing to negotiate with a conference venue



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Course outline

Detailed course outline

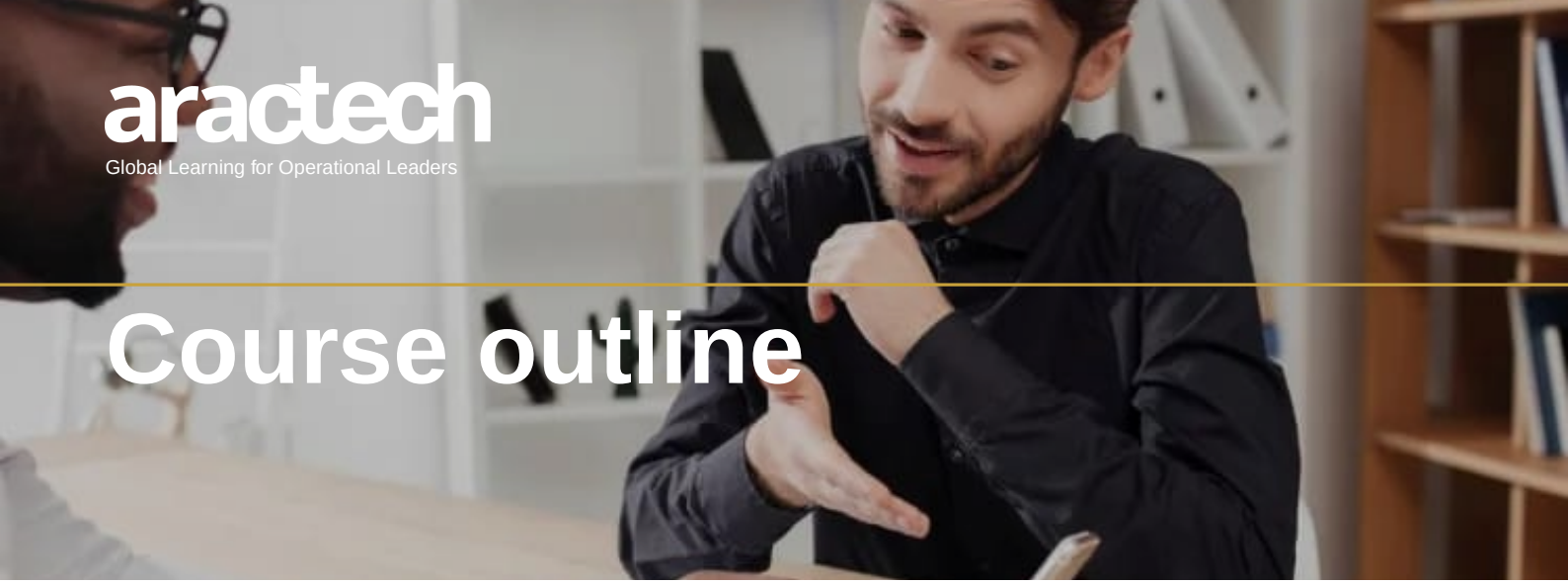
Day-by-day outline for Negotiation and Influencing Skills for Assistants.

Day 3 - Persuasive Communication Skills

- 09:00-09:30 | Active listening and asking questions that uncover interests
- 09:30-10:00 | Framing requests in terms of the other person's benefits
- 10:00-10:30 | Using evidence, logic and stories to persuade
- 10:30-11:00 | Confident body language and voice in conversations
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Influencing by email and written communication
- 12:00-13:00 | Building rapport with people of different styles
- 13:00-14:00 | Role play: persuading a colleague to meet a deadline

Day 4 - Handling Resistance and Difficult Situations

- 09:00-09:34 | Responding calmly to objections and pushback
- 09:34-10:08 | Recognising and countering pressure tactics
- 10:08-10:42 | Saying no constructively while offering alternatives
- 10:42-11:00 | Managing conflicting requests from several managers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Managing conflicting requests from several managers (continued)
- 11:46-12:20 | Dealing with emotional or aggressive counterparts
- 12:20-12:53 | Recovering when a negotiation reaches deadlock
- 12:53-14:00 | Role play: negotiating with a demanding supplier



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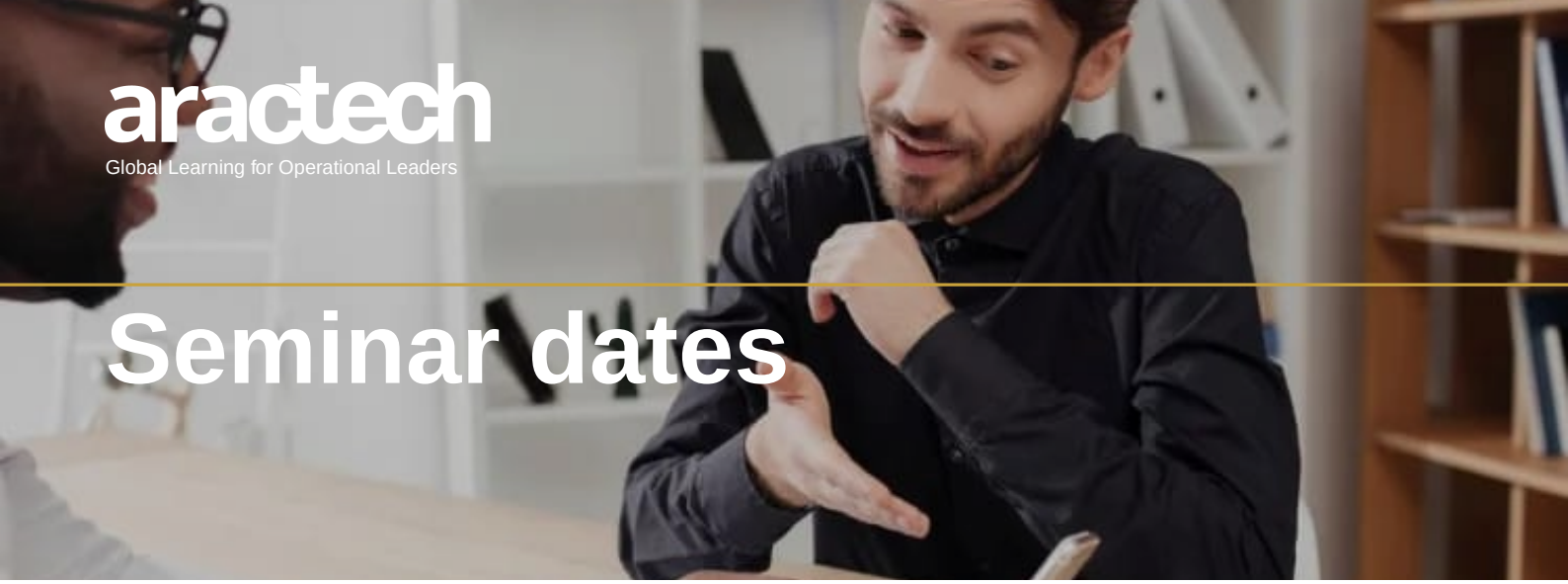
Course outline

Detailed course outline

Day-by-day outline for Negotiation and Influencing Skills for Assistants.

Day 5 - Influencing Upwards and Closing Agreements

- 09:00-09:34 | Influencing senior executives with concise, well-timed proposals
- 09:34-10:08 | Protecting your manager's time and priorities diplomatically
- 10:08-11:00 | Building alliances and networks across the organisation
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Building alliances and networks across the organisation (continued)
- 11:45-12:19 | Summarising, confirming and recording agreements
- 12:19-12:53 | Following up and maintaining long-term relationships
- 12:53-13:27 | Reflecting on and learning from each negotiation
- 13:27-14:00 | Personal action plan for negotiation and influence



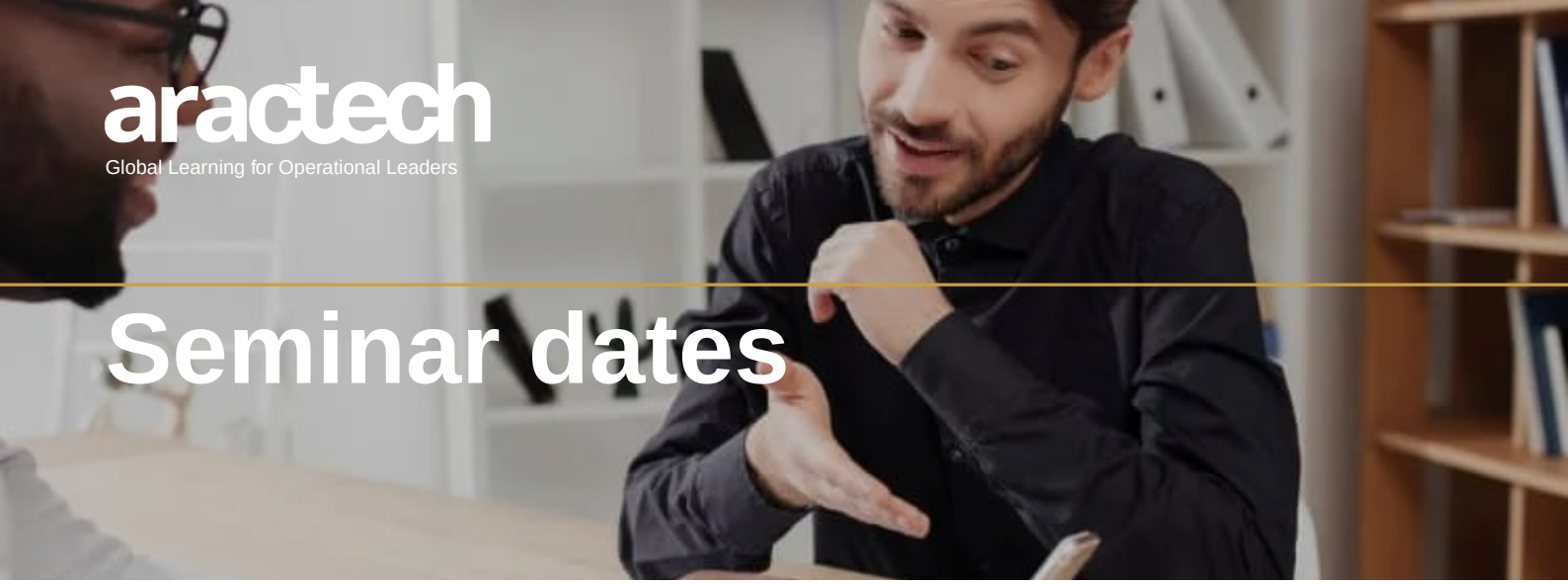
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Seminar dates

Available seminar dates

Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	London	Classroom	**€2,915**
4 - 8 January 2027	Barcelona	Classroom	**€2,275**
11 - 15 January 2027	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	Geneva	Classroom	**€3,315**
1 - 5 February 2027	London	Classroom	**€2,915**
8 - 12 February 2027	Barcelona	Classroom	**€2,275**
15 - 19 February 2027	Frankfurt	Classroom	**€2,175**



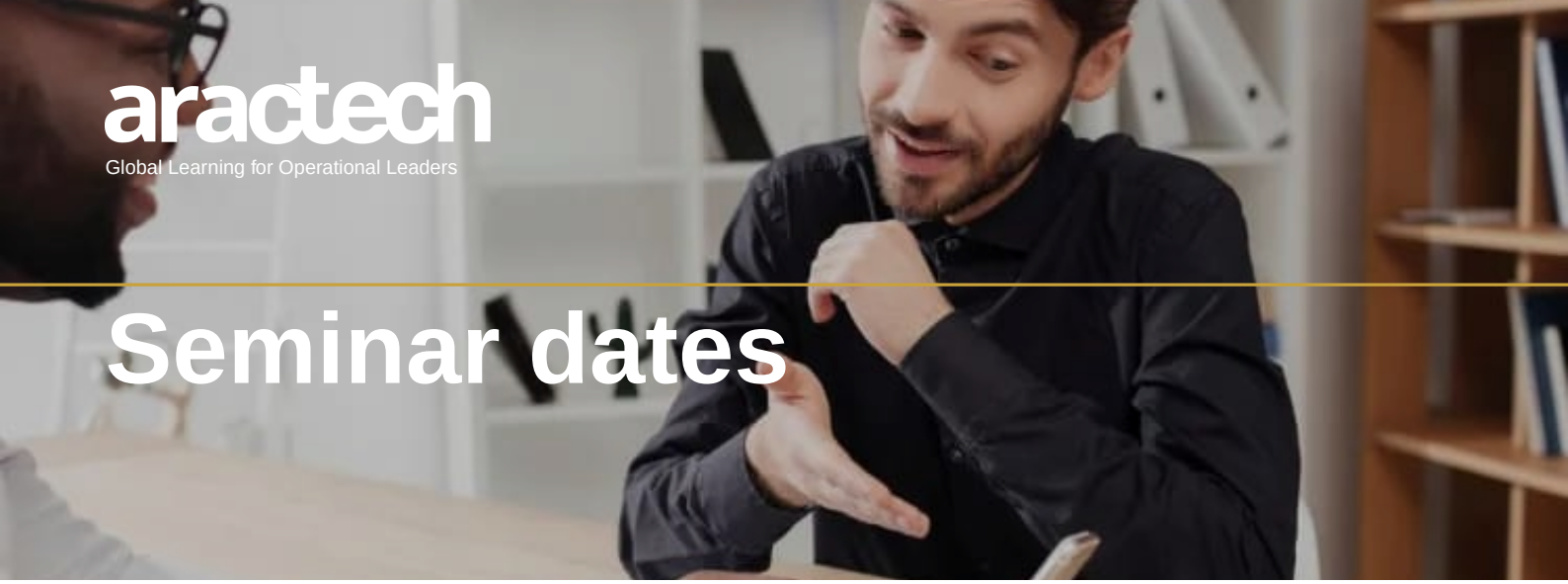
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Seminar dates

Available seminar dates

Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
22 - 26 February 2027	Istanbul	Classroom	**€2,825**
8 - 12 March 2027	London	Classroom	**€2,915**
15 - 19 March 2027	Barcelona	Classroom	**€2,275**
22 - 26 March 2027	Frankfurt	Classroom	**€2,175**
1 - 5 March 2027	Kuala lumpur	Classroom	**€2,425**
19 - 23 April 2027	London	Classroom	**€2,915**
26 - 30 April 2027	Barcelona	Classroom	**€2,275**
5 - 9 April 2027	Frankfurt	Classroom	**€2,175**
12 - 16 April 2027	Madrid	Classroom	**€3,400**
24 - 28 May 2027	London	Classroom	**€2,915**



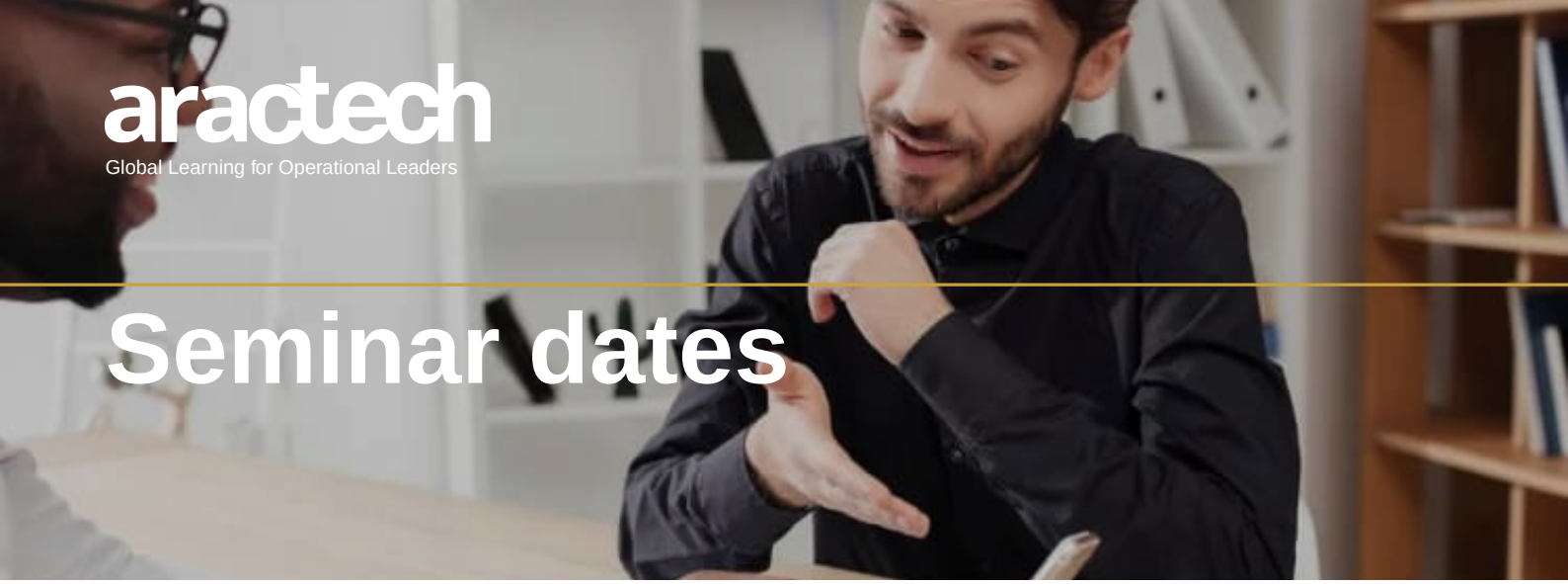
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Available seminar dates

Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
3 - 7 May 2027	Barcelona	Classroom	**€2,275**
10 - 14 May 2027	Frankfurt	Classroom	**€2,175**
17 - 21 May 2027	Munich	Classroom	**€2,425**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	London	Classroom	**€2,915**
19 - 23 July 2027	Barcelona	Classroom	**€2,275**
26 - 30 July 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	Rome	Classroom	**€2,830**



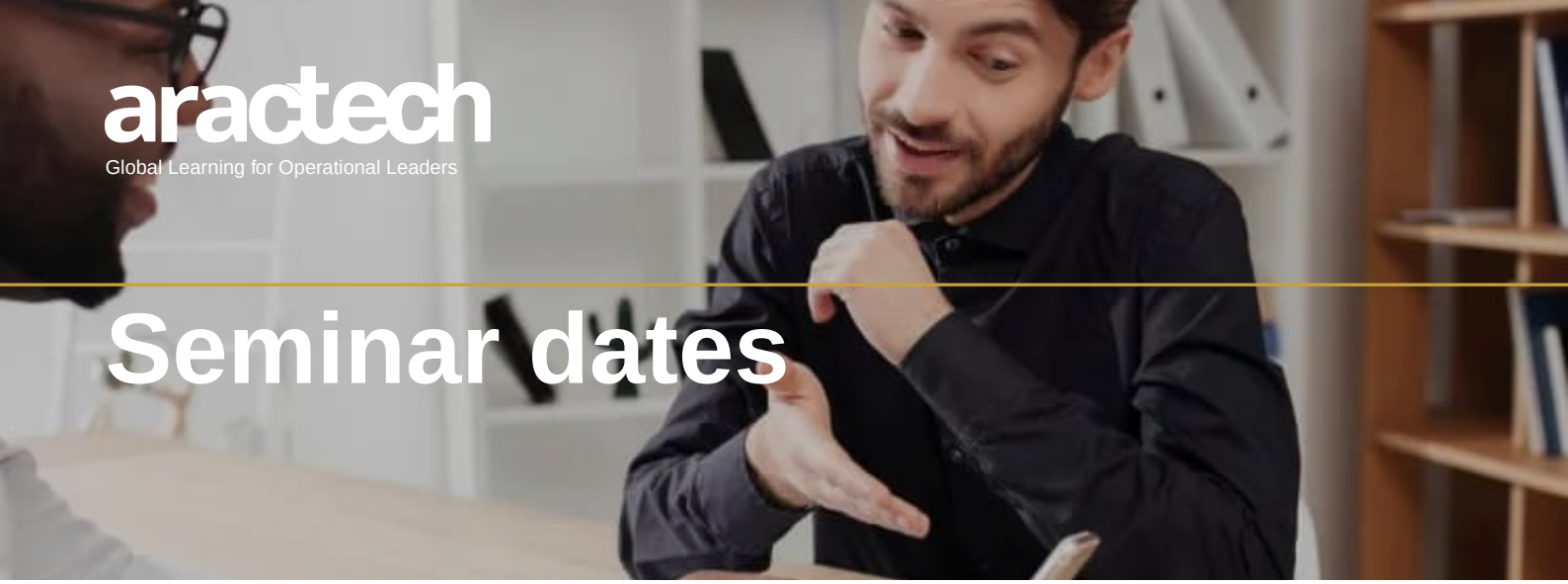
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Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
16 - 20 August 2027	London	Classroom	**€2,915**
23 - 27 August 2027	Barcelona	Classroom	**€2,275**
2 - 6 August 2027	Frankfurt	Classroom	**€2,175**
9 - 13 August 2027	Vienna	Classroom	**€3,425**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
4 - 8 October 2027	London	Classroom	**€2,915**
11 - 15 October 2027	Barcelona	Classroom	**€2,275**
18 - 22 October 2027	Frankfurt	Classroom	**€2,175**



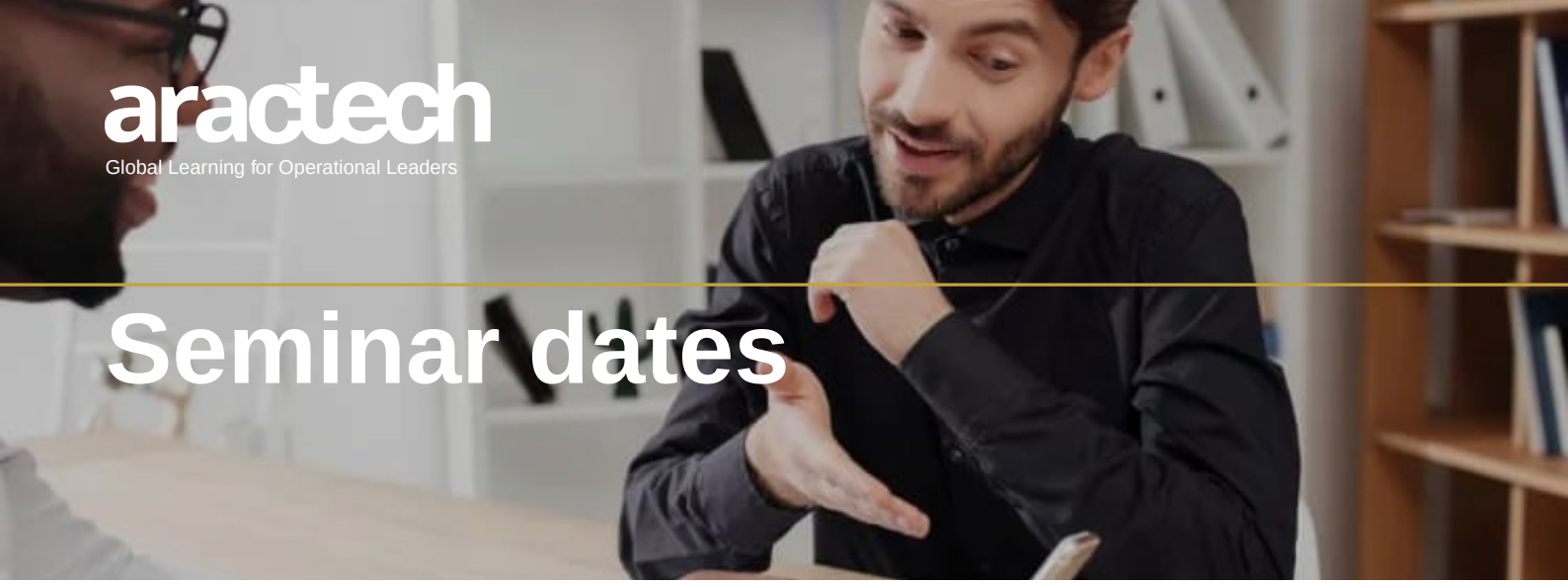
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Seminar dates

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Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
25 - 29 October 2027	Cape Town	Classroom	**€1,825**
8 - 12 November 2027	London	Classroom	**€2,915**
15 - 19 November 2027	Barcelona	Classroom	**€2,275**
22 - 26 November 2027	Frankfurt	Classroom	**€2,175**
1 - 5 November 2027	Dubai	Classroom	**€2,845**
20 - 24 December 2027	London	Classroom	**€2,915**
27 - 31 December 2027	Barcelona	Classroom	**€2,275**
6 - 10 December 2027	Frankfurt	Classroom	**€2,175**
13 - 17 December 2027	Geneva	Classroom	**€3,315**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**



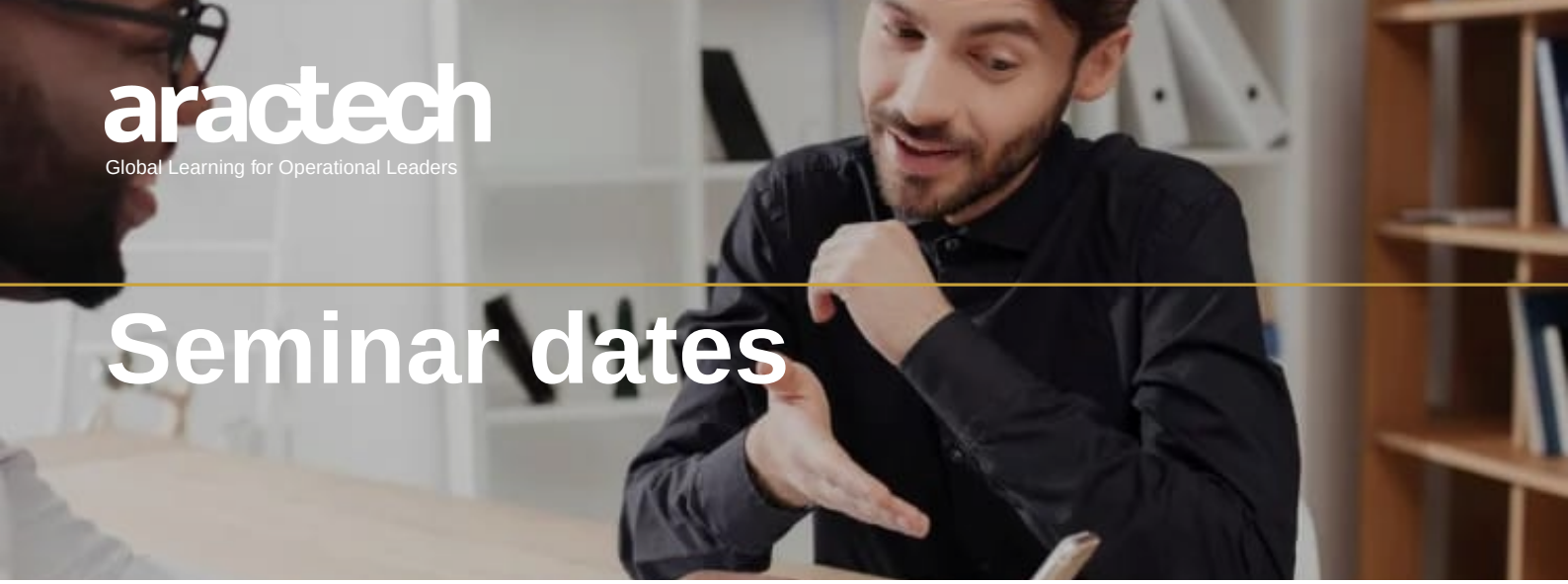
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Available seminar dates

Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**



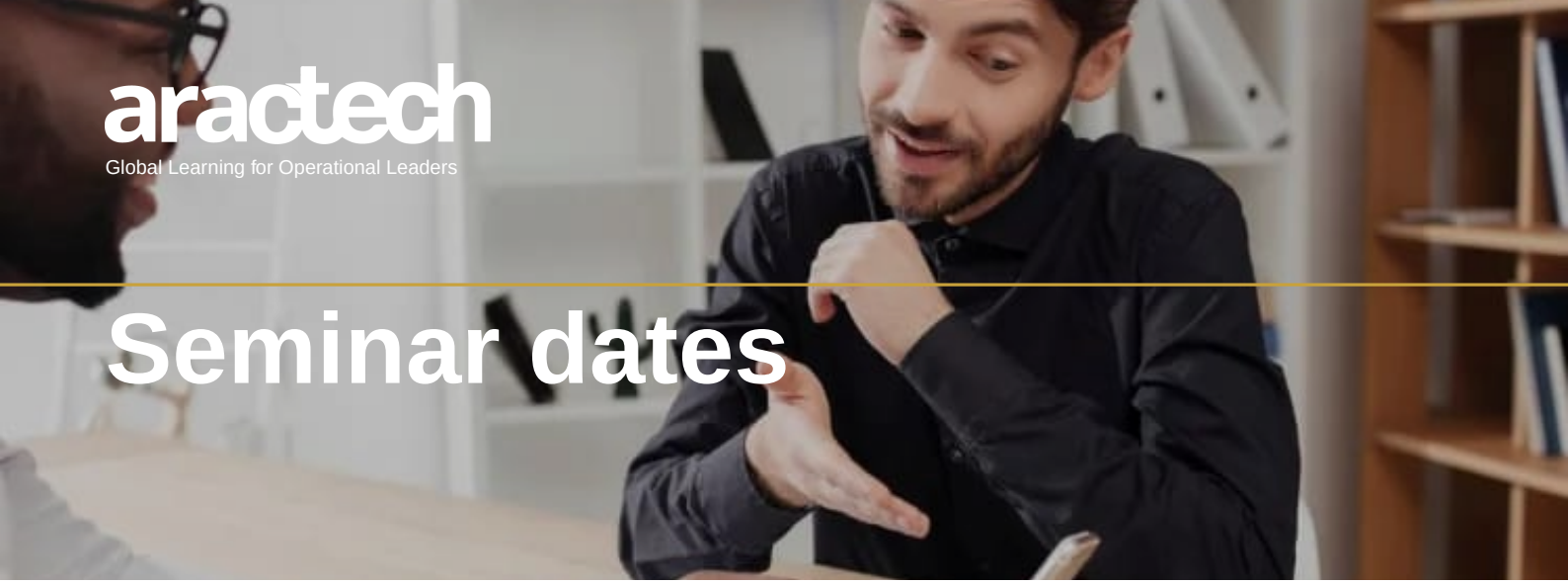
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Live dates and pricing for Negotiation and Influencing Skills for Assistants generated from the course details page.

Date	Location	Format	Fee
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**



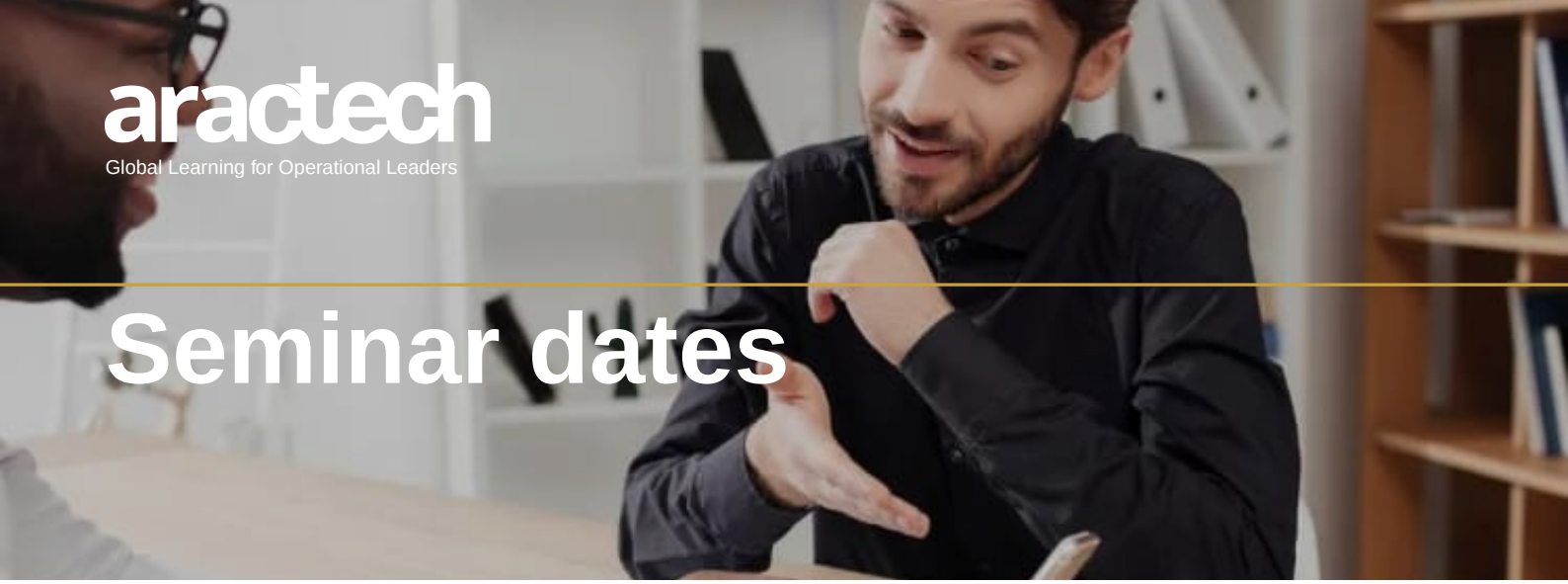
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Date	Location	Format	Fee
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**



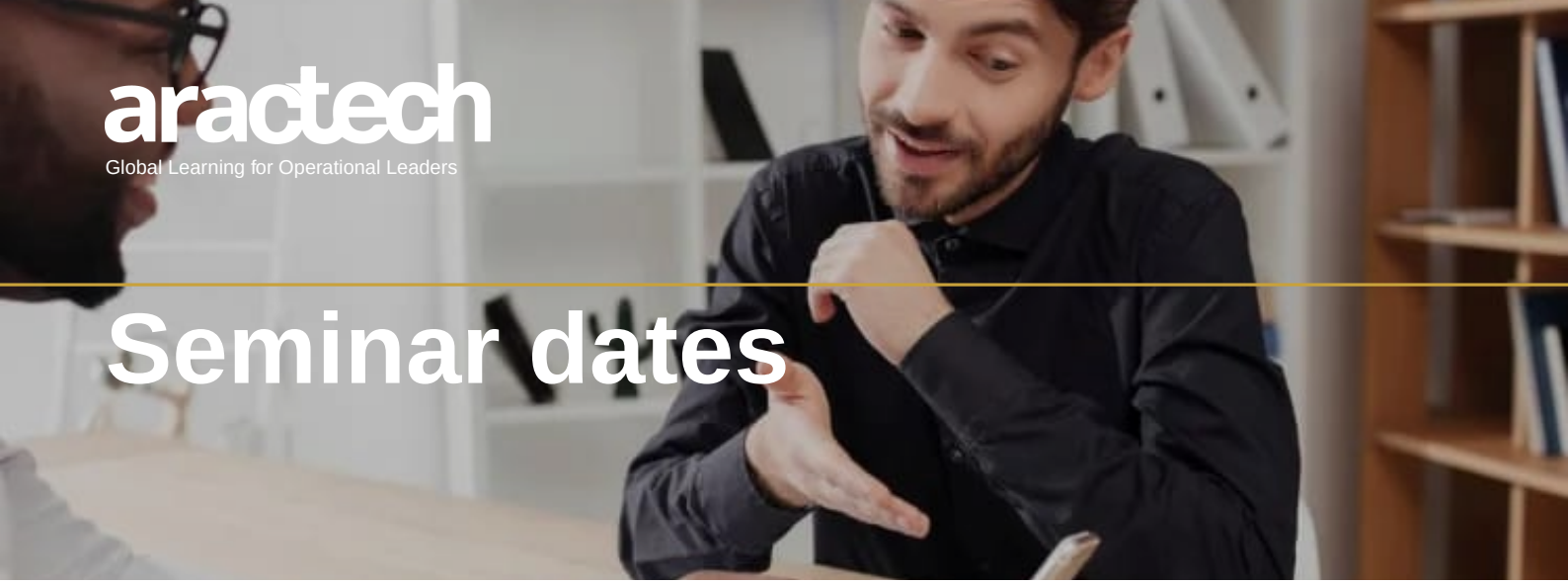
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Date	Location	Format	Fee
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**



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Date	Location	Format	Fee
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**