

### Advanced Communication and Negotiation Skills

- ✚ **INTRODUCTION TO NEGOTIATION SKILLS:** The Introduction to Negotiation Skills learning module introduces the learner to an overview of negotiation techniques and the seven steps to agreement. Utilizing great information as described by Harry Mills in his book [The Street Smart Negotiator](#), the user will, after this learning module, be able to apply the tips to successfully negotiate within the insurance industry.
- ✚ **NEGOTIATION STEPS AND BUILDING CREDIBILITY:** The Negotiation Steps and Building Credibility learning module expands on the techniques from the Introduction to Negotiation Skills module. This module targets an approach to build credibility with the other party in a negotiation.
- ✚ **POWERFUL & PERSUASIVE COMMUNICATION SKILLS:** This course introduces the user to the impact of effective messaging on professional relationships, stressing powerful and persuasive messaging. Powerful and persuasive messaging includes the impact of perceptions and impressions. The user will also develop planning techniques for communication and negotiating.
- ✚ **FINE TUNE YOUR ELEVATOR PITCH:** This course outlines 'how' to create an Elevator Pitch for your company, yourself and tailored to a specific individual. Upon completing this training, you will have the essential elements of an Elevator Pitch prepared and ready.