

**Objective:** To improve communication and sales skills, practice presenting a project and negotiating with potential customers/investors/partners.

**Key Competences:** Communication, selling, presenting and negotiating skills for any level of business.

**Indicative Needs / Tasks:** Practicing selling/presentation/negotiation skills with feedbacks from experience trainer.

**Target Group:** All levels of business where communication, selling, presenting, and negotiating skills are needed

**Outcomes:** Upon completion of the training each person will be able to:

understand own and others verbal and nonverbal communication; learn how to listen and understand own customers; understand how to solve dissatisfaction of the customers; improve business meeting skills; improve presentation skills; and understand different types of negotiating, setting negotiating objective and improving negotiating skills.

**Indicative Content:** How to become a successful speaker?

How to organize and hold properly a business meeting?  
How to accept and understand customers' comments?  
How to present my innovative business?  
How to negotiate successfully?

**Duration:** 2 days (from 10 am till 5 pm)

**Language:** Serbian, English

**Keywords:** Verbal and Nonverbal Communication, Negotiating types, Listening, Presentation format, Business meeting plan.

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