



Mr. Martin P. Moser  
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### **Negotiation Skills Seminar**

Dear Martin

You kindly asked me to give you a feedback on my assessment of the above mentioned seminar. Indeed I was positively surprised about the way and the effectiveness of this course. I learned a lot and many of the themes have remained in my mind and serve daily as an important tool in many situations.

The following themes are very essential for me in daily life:

- Knowledge of the phrases and required skills for complex situations, which allows me to prepare and plan systematically and individually for each customer
- Ability to distinguish between integrative and distributive negotiation styles and the use of them according to the situation
- Ability to recognize the own and others' behavior patterns and the use of them
- Ability to negotiate concessions effectively (bargaining)

In my department the tools give us all a common approach, which also enables feedback and input from me, as I can immediately see what has been done and what might be missing.

There were not many courses I have attended which brought that much of use and help for my actual daily work. The pattern and tools are deep in my mind and I am thankful that I followed this seminar some months ago.

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I can warmly recommend this seminar as I did this in my department.



Kind regards,

Bank Vontobel AG

A handwritten signature in blue ink, appearing to read "L. Bolfig".

Lukas Bolfig  
Head Institutional Clients