Essential Negotiation Skills

22 – 26 August 2027
Online



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Why This Course

Negotiation is one of the most critical skills in professional and organizational success.

Whether managing clients, suppliers, team members, or stakeholders, the ability to negotiate effectively determines outcomes, relationships, and long-term results.

This program provides participants with a strong foundation in negotiation principles, techniques, and strategies. It blends psychology, communication, and structured frameworks to help participants achieve win-win outcomes, manage conflict constructively, and build trust-based relationships.

What You'll Learn and Practice

By joining this program, you will:

- Understand the key principles and stages of effective negotiation.
- Learn to prepare, plan, and execute negotiations with confidence.
- Strengthen communication, listening, and persuasion skills.
- Develop strategies to handle conflict and challenging situations.
- Build the mindset to achieve mutually beneficial outcomes and maintain relationships.

The Program Flow

Day 1: Foundations of Effective Negotiation

- The role of negotiation in business and daily interactions.
- Understanding negotiation styles: collaborative, competitive, and compromising.
- The psychology of negotiation — trust, perception, and influence.
- Workshop: Identifying Your Personal Negotiation Style.

Day 2: Planning and Preparation for Negotiation

- The importance of research, strategy, and preparation.
- Setting goals, priorities, and fallback positions BATNA and ZOPA concepts.
- Mapping stakeholders, interests, and motivations.
- Practical exercise: developing a negotiation preparation checklist.



Day 3: Communication and Influence Techniques

- Mastering verbal and non-verbal communication in negotiations.
- Asking the right questions and practicing active listening.
- Persuasion and influence tactics for stronger outcomes.
- Role-play: negotiating a business scenario through effective communication.

Day 4: Managing Conflict and Difficult Negotiations

- Understanding sources of conflict and emotional triggers.
- Strategies for de-escalating tension and maintaining professionalism.
- Negotiating under pressure and dealing with aggressive tactics.
- Case study: resolving a challenging negotiation scenario.

Day 5: Reaching and Sustaining Agreements

- Recognizing closing signals and reaching mutually beneficial outcomes.
- Ensuring clarity, documentation, and follow-up after negotiation.
- Building trust and maintaining long-term relationships.
- Action workshop: designing your personal negotiation improvement plan.

Individual Impact

- Gain confidence and structure in approaching all types of negotiations.
- Improve communication, influence, and problem-solving abilities.
- Strengthen your ability to prepare strategically and think on your feet.
- Learn to manage conflict calmly and productively.
- Build a reputation as a fair, persuasive, and trusted negotiator.

Work Impact

- Enhance negotiation outcomes across departments and external stakeholders.
- Reduce disputes and misunderstandings through structured communication.
- Strengthen collaboration and teamwork through win-win approaches.
- Increase efficiency and professionalism in contract and stakeholder negotiations.
- Foster a culture of constructive dialogue and strategic influence.

Training Methodology

This program uses a highly interactive and practical learning approach, ensuring participants gain hands-on experience in real negotiation contexts.

Learning methods include:



- Real-world negotiation case studies.
- Group discussions and experiential workshops.
- Role-playing and scenario-based simulations.
- Self-assessment and feedback for skill enhancement.
- Practical templates and negotiation planning toolkits.

Beyond the Course

Upon completion, participants will be equipped with the essential frameworks, tools, and confidence to approach negotiations strategically and effectively.

They will leave ready to create win-win outcomes, strengthen relationships, and contribute to their organization's success through skilled, professional negotiation.

