

Effective Negotiation Skills ©

Tools to prepare, lead and close negotiations with more clarity, confidence and control.



Have you ever needed to negotiate with a client, supplier, contractor or internal stakeholder when timelines, costs, responsibilities or priorities did not fully align? And then the conversation moved too quickly to price, pressure or exceptions, while the real needs and constraints stayed unclear.

Effective Negotiation Skills©© helps participants approach negotiation as a structured conversation, not as improvisation under pressure. The course gives them practical tools to prepare better, understand the other side, ask better questions, manage tension and reach clearer agreements.

Effective Negotiation Skills ©

• Who is it for?

- Managers and team leaders
- Specialists and individual contributors
- Professionals working with clients, suppliers, partners or internal stakeholders
- Teams negotiating deadlines, budgets, responsibilities, service levels, priorities or scope
- Anyone who needs to negotiate more effectively without becoming aggressive, vague or too quick to concede

• What will you learn?

How to...

- prepare a negotiation by clarifying objectives, interests, options and limits
- identify your sources of power and understand the other side's position
- ask better questions to uncover needs, constraints and decision criteria
- move beyond price or fixed positions and explore possible trade-offs
- manage pressure and stay calm during tense discussions

• What to expect?

- A practical framework for managing negotiation from preparation to agreement
- Concrete tools such as sources of power, negotiation styles and BATNA
- Realistic exercises based on participants' negotiation situations
- Practical techniques for staying calm and communicating assertively when discussions become difficult
- Integrated negotiation practice where participants prepare, conduct and close a negotiation from start to finish

• How is it delivered?

FORMAT

In-class or online

DURATION

2 days / 12 hours

COHORT

Groups of up to 12 participants