Negotiation Skills

Course Description

This highly interactive course equips participants with the strategies, techniques, and mindset required to negotiate successfully in both professional and personal settings. The program is built around the four stages of negotiation—Preparation, Discovery, Bargaining, and Agreement—and emphasizes collaboration, empathy, and emotional intelligence over adversarial tactics.

Participants will learn how to plan and conduct negotiations that lead to mutually beneficial outcomes, build rapport, uncover true motivations, and navigate challenging conversations with confidence. Through role-playing, case scenarios, and practical exercises, learners will develop the skills to influence outcomes while protecting relationships.

Course Objectives

Understand the Fundamentals of Negotiation:
– Differentiate between integrative and distributive negotiations and adapt to various styles
– Recognize the importance of collaboration, empathy, and emotional intelligence in building trust and achieving agreements

Prepare Strategically for Negotiations:
– Define objectives, key variables, and flexibility boundaries
– Apply empathy and calibrated "how" and "what" questions to guide discussions and address objections

Build Trust and Discover Interests:
– Use various techniques and open-ended questions to uncover priorities and needs
– Apply "no-oriented" questions and summarizing techniques to reduce defensiveness and confirm understanding

Bargain Effectively:
– Craft win-win proposals using insights from discovery
– Incorporate non-monetary concessions and problem-solving strategies to create value beyond price

Reach Clear, Lasting Agreements:
– Uncover last-minute concerns, confirm commitments, and ensure mutual understanding
– Treat agreements as the start of an ongoing positive relationship

Training Format

– 1-Day: Morning session covers fundamentals, preparation, and discovery; afternoon session focuses on bargaining, reaching agreement, and practice through role-play and negotiation simulations