



# NEGOTIATION SKILLS COURSE

"The art of negotiation is one that you can continually improve." - Bill Gates

This course offers a comprehensive overview of effective negotiation techniques. Learn how to build trust and foster collaboration while developing your ability to identify alternative solutions and satisfy the interests of both parties. Through case studies, interactive discussions, and individual practice, discover proven strategies on how to use persuasion and communication skills to achieve desired results. Whether you are negotiating with colleagues or clients, this course will equip you with an arsenal of tools to confidently tackle any situation.

## Key Course Content:

- Plan and prepare for negotiations.
- Identify and overcome the conflicts that occur during negotiation.
- Apply the most appropriate style of negotiating based on the situation at hand.
- Understand the other party's needs before the negotiation takes place.
- Calibrate opposition thinking styles.
- Overcome dirty tricks and gambits often used in negotiation.
- Invent win-win outcomes for both negotiating parties.
- Understand different personality styles.
- Get beyond No.
- Understand the psychology of negotiation when dealing with different genders, ethnicities, generations and personality types.



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated half-day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.