

Negotiation Skills



Course Brochure

Choose the learning pathway that fits your schedule

1



In-Person Live Programme

[In-person programme](#)

2



Online Live

[3-day instructor led virtual programme](#)

3



Hybrid Delivery Option

[E-learner with a live online scenario and assessment with our course coordinator](#)

Why this course?

- ✓ Practical, immediately applicable skills for real workplace negotiations
- ✓ Built on proven frameworks — BATNA, principled negotiation, and integrative bargaining
- ✓ Covers both the psychology and the tactics of high-stakes conversations
- ✓ Delivered through case studies, scenarios, and hands-on exercises across 3 intensive days

Who should attend?

- ✓ Managers and team leaders who negotiate budgets, resources, or timelines
- ✓ Sales, procurement, and account management professionals
- ✓ Business owners and entrepreneurs handling client or supplier deals
- ✓ Anyone who wants to move from reactive bargaining to confident, principled negotiation



Ready to register or discuss a team booking?
Book a Consultation



Objectives & 3-day live programme



Objectives

- ✓ Understand core negotiation concepts — BATNA, ZOPA, anchoring, and reservation points
- ✓ Recognise negotiation styles and adapt your approach to any situation
- ✓ Uncover interests behind positions to find hidden value in every deal
- ✓ Apply proven tactics for anchoring, conceding, and handling pressure
- ✓ Close agreements that are clear, concrete, and built to last



Course Contents

- ✓ Foundations of Negotiation & Bargaining Styles
- ✓ Preparation, Research & Concession Strategy
- ✓ Identifying Interests vs. Positions & Active Listening
- ✓ Negotiation Tactics, Leverage & Timing
- ✓ Collaborative Problem-Solving & Closing Win-Win Agreements



3-day live programme modules

 Day 1	Fundamentals & Preparation	Negotiation foundations, bargaining styles, psychology of negotiators, setting objectives, research, and concession planning
 Day 2	Interests, Listening & Trust	Identifying interests vs. positions, advanced questioning techniques, building rapport, empathy, and trust under pressure
 Day 3	Tactics, Strategy & Win-Win Closings	Proven negotiation tactics, leverage and timing, handling objections and pressure tactics, collaborative problem-solving, de-escalation, and closing durable agreements



3-Day Live Programme Pricing (USD, excl. VAT)

Online Live: US\$ 1,995 In-Person: US\$ 2,295

*Early Bird and Corporate Group Pricing Available on Request.



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Online Live & Hybrid Delivery Options

Flexible live delivery routes for busy professionals



Online Live Option

Length: 3-days (instructor led live)

Price: US\$ 1,995 (excl. VAT)

Attend a 3-day interactive live virtual programme from anywhere.

- ✓ Live instruction and real time interaction
- ✓ Service scenarios and practical exercises
- ✓ Group discussions and collaborative activities
- ✓ Q&A sessions and facilitator feedback.
- ✓ Digital course materials, templates and job aids



Course Materials

- Interactive Course Content
- Detailed Course Outline
- Comprehensive Learning Outcomes
- Insightful Quizzes or Assessments
- Case Studies
- Resource Lists
- Learner's Workbook
- Presentation Slides



Hybrid Delivery Option

Length: 4-5 hour online E-Learner + 30 minute live scenario and assessment)

Price: US\$ 700 (excl. VAT)

Complete the 4-5 hour comprehensive E-Learner course at your own pace.

- 1 Step 1:**
Access the E-Learner 6 module course on our LMS platform at your own pace.
- 2 Step 2:**
Apply learning through innovative and interactive practice, service scenarios, and modern learning mechanisms.
- 3 Step 3:**
Complete the E-Learner and join a 30 minute live scenario and assessment session with a course coordinator online.
- 4 Step 4:**
Demonstrate understanding of the course objectives by way of a discussion with the course coordinator.
- 5 Step 5:**
Receive a Certificate of Completion when all requirements are met.



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