



Interpersonal Skills and Self Development

Negotiation Skills

Course Introduction

In today 's competitive industrial market, the scope and significance of negotiation can involve intense, high-stakes interactions revolving around a series of complex issues affecting multiple parties. When facing these situations, negotiators need highly developed negotiation skills and strategies to guide them through the intensive five-step process that is often the difference between getting what you want and settling for what the other side will give you. This training course is designed to help participants build the skills necessary to facilitate a collaborative negotiation that leaves both their own firm and the supplier organization victorious.

Target Audience

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants

Learning Objectives

- Gain new negotiations insight into suppliers' bargaining tactics.
- Establish negotiation targets and objectives.
- Identify critical facts about supplier.
- Learn the different types of bargaining and giving and taking concessions.

- Prepare for negotiations to have as much information as possible and develop a negotiation plan
- Use negotiations strategy and tactics techniques for turning opponents into allies.

Course Outline

• 01 Day One

INTRODUCTION TO NEGOTIATION

- What is negotiation?
- The need for negotiation
- Styles of Negotiation
- Uncertainty in Negotiation
- How the Supplier Evaluates You

• 02 Day Two

ARE YOU A GOOD NEGOTIATOR?

- UNDERSTANDING THE OFFER
- Knowing yourself - What you value, What you don't
- Who are you? - Myres Briggs Analysis
- The Mental Traps of Negotiation
- Importance of Social Skills
- Competency or Skill
- Analysis of Personal Competencies
- Competencies of the Negotiator

• 03 Day Three

WHAT MAKES A SUCCESSFUL NEGOTIATION?

- Listening and Persuasion
- Asking the Right Questions

- Reading Body Language
- Timing the Negotiation / Venue
- Dealing with Power and Authority
- Telephone Negotiations
- The Importance of Planning

• 04 Day Four

WHAT MAKES A SUCCESSFUL NEGOTIATION?

- Engaging with the Other Side
- Bargaining
- Making Concessions
- Dealing with Tactics and Threats
- Closing the Deal
- Essential Things to Do in Every Negotiation
- Review - What three things will you take away with you to discuss in your business?

• 05 Day Five

NEGOTIATION STRATEGIES

- Effective planning for any negotiation
- What outcome should you aim for?
- Negotiation analysis
- Different negotiation strategies
- Taking the upper hand in negotiations
- Steps in win-win negotiation
- The keys to collaborative bargaining in partnering
- Ethics in negotiation

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 31, 2025	April 4, 2025	5 days	4950.00 \$	England - London
May 19, 2025	May 23, 2025	5 days	4950.00 \$	England - London
July 28, 2025	Aug. 1, 2025	5 days	4250.00 \$	UAE - Dubai
Nov. 30, 2025	Dec. 4, 2025	5 days	4250.00 \$	Bahrain - Manama