

# EFFECTIVE NEGOTIATING SKILLS

Course Code: 100930

Learn negotiation tactics to gain control of situations.

This one-day live instructor-led class teaches the art of negotiating. You will learn how to identify objectives and variables, establish negotiation requirements, research the other party, determine concessions, formulate a plan for agreement, and determine the logistics negotiation. Course activities also cover the guidelines for conducting a successful negotiation and facilitating communication, questions you should ask and appropriate responses, and situations that require a specific negotiation style. You will also learn how to gain control in a negotiation, use various negotiation tactics, and deal with unethical negotiation tactics.

## What You'll Learn

- Develop an effective plan and strategy for your negotiations
- Recognize interests and issues and avoid unnecessary positions
- Become more persuasive
- Use techniques that draw information from the other party
- Minimize conflicts and deadlocks
- Ask and answer questions to control the negotiations
- Deflect personal, hostile, or irrelevant objections by reestablishing common ground in the negotiations
- Create a list of concessions that can be “given” during the negotiation to use as bargaining tools
- Read body language, facial expressions, and other signals to uncover “hidden” messages
- Neutralize manipulative tactics
- Maximize closure opportunities

## Who Needs to Attend

All individuals who engage in negotiations as part of their professional role.

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VIRTUAL CLASSROOM LIVE

\$845 CAD

1 Day

## Virtual Classroom Live Outline

### Unit 1: Establishing your terms of agreement

- Topic A: Process of identifying objectives
- Topic B: Process of establishing requirements

### Unit 2: Researching the other party

- Topic A: Gathering information about the other party
- Topic B: Estimating the other party's requirements

### Unit 3: Preparing for an agreement

- Topic A: Determining concessions
- Topic B: Fundamentals of Logistics

### Unit 4: Conducting a negotiation

- Topic A: Understanding the negotiation process
- Topic B: Communicating during a negotiation
- Topic C: Challenging negotiation situations

### Unit 5: Advanced negotiating tactics

- Topic A: Control in negotiations
- Topic B: Negotiation tactics
- Topic C: Negotiation ethics

Jun 16 - 16, 2025 | 10:00 AM - 4:00 PM EDT

Aug 18 - 18, 2025 | 10:00 AM - 4:00 PM EST

Oct 15 - 15, 2025 | 10:00 AM - 4:00 PM EST

Dec 15 - 15, 2025 | 10:00 AM - 4:00 PM EST





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PRIVATE GROUP TRAINING

1 Day

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