

Advanced Negotiation and Communication Skills

COM012

Course Description

This 5-day intensive course is designed to equip participants with advanced strategies and techniques for negotiation and communication in both professional and personal settings. Drawing on proven methodologies, real-world case studies, and practical exercises, this course provides participants with the skills to manage complex negotiations, build lasting relationships, and communicate effectively across various contexts. Whether dealing with high-stakes business negotiations or resolving conflicts, participants will learn to navigate challenges with confidence, creativity, and cultural sensitivity.

The course includes a mix of lectures, group discussions, role-playing activities, and case study evaluations to ensure an engaging and practical learning experience.

Participants will leave the course with actionable insights and a personalized plan to enhance their negotiation and communication skills.

Course Objectives

By the end of this course, participants will be able to:

- Master advanced negotiation strategies and tactics tailored to diverse scenarios.
- Develop critical skills to analyze, plan, and execute effective negotiation processes.
- Enhance active listening, persuasive communication, and emotional intelligence.
- Recognize and overcome common barriers in negotiation and communication.
- Manage conflicts constructively to achieve win-win outcomes.
- Apply cultural and ethical considerations in international and cross-cultural negotiations.

Who should attend

- Senior managers and executives involved in decision-making and negotiations.
- Sales professionals, procurement officers, and business development personnel.
- Legal advisors, HR managers, and mediators.
- Entrepreneurs and business owners seeking to enhance their negotiation capabilities.
- Professionals working in multicultural or international environments.
- Anyone with prior negotiation experience looking to refine and advance their skills.

Course Duration

5 Working Days

Course Outlines

1. Foundations of Advanced Negotiation

- Introduction to negotiation frameworks and models
- Identifying negotiation styles and their impact
- Understanding the role of power, influence, and leverage
- Building trust and rapport in negotiations

2. Communication Mastery

- Developing active listening and questioning techniques
- Crafting persuasive and compelling messages
- Handling difficult conversations with poise
- Overcoming communication barriers

3. Advanced Negotiation Techniques

- Strategic planning and preparation for negotiations
- The art of framing and re-framing in negotiations
- Using data and evidence to strengthen your position
- Managing emotions and psychological tactics

4. Conflict Management and Resolution

- Identifying sources of conflict in negotiations
- Strategies for collaborative problem-solving
- Handling deadlocks and impasses
- Achieving sustainable and mutually beneficial outcomes

5. Cross-Cultural and Ethical Negotiations

- Understanding cultural differences in negotiation styles
- Adapting communication and negotiation approaches globally
- Addressing ethical dilemmas in negotiations
- Practical role-playing and case study analysis

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