



Advanced Negotiation & Conflict Resolution

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Effective Negotiation Skills

5 days training course

For detailed information on training course dates, please click the link:

[Effective Negotiation Skills.](#)



Who Should Attend?

This course is ideal for professionals involved in business negotiations, including sales managers, procurement specialists, human resources managers, executives, and team leaders. It is also suitable for anyone looking to enhance their negotiation skills, whether in formal business settings or informal negotiations. The course will benefit those who want to improve their ability to reach mutually beneficial agreements, manage conflict, and navigate difficult discussions.

Course Overview

The **Effective Negotiation Skills** course offers participants the tools and techniques to become more confident, persuasive, and strategic negotiators. In this course, participants will learn how to prepare for and conduct successful negotiations, whether for business deals, contracts, or resolving conflicts. Key focus areas include understanding negotiation styles, recognizing different types of negotiation tactics, and applying psychological principles to achieve better outcomes. The course also covers how to negotiate in high-stakes situations and how to build long-term relationships through successful negotiation strategies. By the end of the course, participants will have developed advanced negotiation techniques that can be applied in a wide range of professional scenarios.

Objectives:

- Understand the key principles of negotiation and the negotiation process.
- Develop strategies for preparing for and planning negotiations.
- Learn to manage emotions and handle difficult or high-pressure situations.
- Master the skills of effective communication, persuasion, and influencing during negotiations.
- Gain insights into various negotiation tactics and how to use them to your advantage.
- Learn to handle conflicts and disagreements in a productive and collaborative manner.
- Develop techniques for achieving win-win solutions and building long-term relationships.
- Practice negotiating through real-world scenarios and case studies.



Course Outline:

Day 1: Introduction to Negotiation Principles

- What is negotiation? Understanding the negotiation process
- Key principles of effective negotiation: Preparation, communication, and strategy
- The different types of negotiation: Competitive vs. cooperative
- Recognizing negotiation styles and determining your own style
- The role of emotions and psychology in negotiation
- Practical exercise: Assessing your personal negotiation style and strengths
- Case study: Understanding different negotiation styles through examples

Day 2: Preparing for Successful Negotiations

- Steps to effective negotiation preparation
- Defining objectives, priorities, and alternatives (BATNA - Best Alternative to a Negotiated Agreement)
- Identifying key interests of all parties involved
- Understanding power dynamics and leverage in negotiations
- The importance of research and market intelligence
- Practical exercise: Preparing for a mock negotiation using a provided scenario
- Case study: Preparation strategies for high-stakes negotiations

Day 3: Communication, Persuasion, and Influence

- The role of communication in negotiation: Listening and speaking effectively
- Persuasion techniques: Framing offers and proposals
- Using body language and non-verbal cues to influence outcomes
- Building rapport and trust during negotiations
- Handling objections and pushing for concessions
- Practical exercise: Role-play negotiation where participants practice persuasion techniques
- Case study: Analyzing effective communication in successful negotiations

Day 4: Advanced Negotiation Tactics and Strategies

- Recognizing common negotiation tactics and counter-tactics
- Negotiation strategies: Anchoring, concessions, and using time as leverage
- Overcoming deadlocks and managing difficult negotiations
- Managing cross-cultural differences in international negotiations
- Negotiating in high-pressure or emotionally charged situations



- Practical exercise: Practicing advanced negotiation tactics in a role-playing scenario
- Case study: Successful use of advanced negotiation tactics in a business context

Day 5: Conflict Resolution and Closing the Deal

- Understanding sources of conflict and how to resolve disputes productively
- Collaborative vs. competitive approaches to conflict resolution
- The importance of maintaining long-term relationships after negotiations
- Techniques for closing the deal and finalizing agreements
- Reviewing and assessing the negotiation outcome
- Practical exercise: Simulating a negotiation to resolve a conflict and close the deal
- Case study: How to build long-term partnerships through effective negotiation



DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.