

Negotiation skills for business success

A half-day virtual workshop

Negotiation is an essential business skill — whether securing deals, managing conflicts, or aligning stakeholders. Effective negotiation isn't about winning at all costs; it's about finding solutions that create value for all parties while protecting your interests.

This practical session equips participants with proven techniques to negotiate with confidence, adapt their style to different situations, and achieve better outcomes through preparation, strategy, and communication.

Learning objectives

- Understand key principles and stages of successful negotiation
- Explore different negotiation styles and when to use them
- Build skills in preparation, questioning, and managing concessions
- Learn strategies for handling difficult conversations and deadlocks
- Develop confidence to negotiate assertively and collaboratively

Session format

Sessions are usually run on Zoom or Teams. Please let us know if you prefer a different platform.

Groups of up to 12 recommended, up to 20 if necessary. Please let us know if you have a larger group and we can tweak the session accordingly.

All participants receive a PDF of the slides, key learning points and pointers to further learning resources.

Sample timetable

9:00	Welcome and introduction <ul style="list-style-type: none">• Why negotiation matters for everyone, not just sales teams
9:20	The negotiation process <ul style="list-style-type: none">• Preparation, opening, bargaining, closing
9:40	Understanding negotiation styles <ul style="list-style-type: none">• Competitive v collaborative approaches
10:00	Break
10:15	Key skills for success <ul style="list-style-type: none">• Questioning, listening, managing emotions, finding win-win outcomes
10:35	Handling difficult negotiations <ul style="list-style-type: none">• Dealing with tough tactics and deadlock situations
10:55	Group exercise <ul style="list-style-type: none">• Practising negotiation techniques through role-play
11:20	Action planning <ul style="list-style-type: none">• Applying negotiation skills in upcoming real-life situations
11:45	Key takeaways
12:00	Close