

# HUMAN SKILLS COURSE OVERVIEW

**Course Category:**  
Improve Communication

**Course Name:**  
Advanced  
Negotiation Skills:  
*Tactical Approaches  
to Challenging  
Negotiations*



**COURSE DURATION: 2 Days**

## Gauteng

3rd Floor, 34 Whiteley Road,  
Melrose Arch  
Johannesburg  
2196

## Gauteng

192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

## Cape Town

1st floor, TBE, 3 Bridgeway,  
Bridgeway Precinct,  
Century City,  
7411

## Durban

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302



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## COURSE OVERVIEW

Participants will learn to master advanced negotiation techniques that are essential for handling complex and high-stakes negotiations. This course is designed to provide experienced negotiators with tactical approaches and strategies to navigate challenging situations, achieve favourable outcomes, and build lasting relationships.

## COURSE OBJECTIVES

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

1. Deepen understanding of advanced negotiation principles and techniques.
2. Develop strategic approaches for planning and conducting negotiations.
3. Learn to identify and counter various negotiation tactics.
4. Enhance skills in managing difficult negotiators and high-stress situations.
5. Improve ability to create value and reach mutually beneficial agreements.
6. Master the art of closing deals effectively.

## COURSE OUTLINE

### Module 1: Introduction to Advanced Negotiation

- Overview of advanced negotiation skills
- The psychology of negotiation
- Key differences between basic and advanced negotiation techniques

### Module 2: Strategic Planning and Preparation

- Importance of thorough preparation
- Setting clear objectives and priorities
- Conducting stakeholder analysis
- Developing BATNA (Best Alternative To A Negotiated Agreement) and ZOPA (Zone Of Possible Agreement)

### Module 3: Tactical Approaches and Techniques

- Advanced negotiation tactics and when to use them
- Understanding and leveraging power dynamics
- Techniques for creating and claiming value
- Managing concessions strategically

### Module 4: Identifying and Countering Tactics

- Recognizing common negotiation tactics used by others
- Counter-tactics to neutralize manipulative strategies
- Handling deception and ethical dilemmas
- Strategies for staying calm and focused under pressure

### Module 5: Managing Difficult Negotiators and Situations

- Dealing with aggressive or uncooperative negotiators
- Techniques for defusing tension and conflict
- Building rapport and trust in adversarial negotiations
- Turning difficult situations into opportunities

### Module 6: Effective Communication in Negotiation

- Advanced communication skills for negotiators
- Active listening and asking powerful questions
- Framing and reframing techniques
- Non-verbal communication and its impact

### Module 7: Creating Value and Building Agreements

- Techniques for collaborative problem-solving
- Finding win-win solutions
- Structuring agreements that maximize value for all parties
- Ensuring long-term sustainability of agreements

### Module 8: Cross-Cultural and International Negotiations

- Understanding cultural differences and their impact on negotiation
- Adapting negotiation strategies for international contexts
- Overcoming language and communication barriers
- Building cross-cultural competence

### Module 9: Closing Deals and Ensuring Implementation

- Techniques for closing negotiations successfully
- Drafting clear and enforceable agreements
- Ensuring commitment and follow-through
- Post-negotiation review and continuous improvement

## DELIVERY METHOD

### Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client