



LEGAL & COMMERCIAL

LC20 Successful Negotiations, Tools and Techniques

Negotiation is an essential part of everything a business does. The ability to negotiate a strong agreement is one of the most valuable skills in business.

This course is designed to improve your ability to conduct negotiations with understanding and confidence, whether with clients, customers, suppliers or other business associates.

Through practical one-to-one's and group negotiation approaches, this course will help participants enhance their skills and apply the appropriate negotiation approach for any situation.

Course Information

Duration: 5 days

London (£4950): 16th June 2025, 4th August 2025, 29th September 2025, 17th November 2025

Istanbul (£4950): 4th August 2025

Kuala Lumpur (£4950): 17th November 2025

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This practical course is designed for Prospective Managers, Supervisors, Team Leaders, Department Heads and those who wish to understand and gain necessary skills and techniques to conduct successful

negotiations.

Course profile

Interpersonal skills of negotiation

- Characteristics of a successful negotiator
- Identifying your current negotiation style
- The use of communication skills and empathy
- Applying effective questioning and listening skills
- Using silence as a powerful negotiation tool
- Understanding body language

Planning and preparing for negotiation

- Conducting pre-negotiation research
- Preparing and developing the optimum strategy and productive negotiation parameters
- Applying basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Identifying and preparing information to share and what to keep to yourself
- Using basic bargaining techniques
- Identify strategies for achieving mutual gain, “win-win” results

Negotiation tools and techniques

- Creating the right climate
- Preparing a strong opening for the negotiation
- Creating collaborative working relationships
- Anchor the discussion with a draft agreement

Negotiation techniques for challenging situations

- Clarifying the real problem and managing the issues
- Individual versus team negotiation and multi-party negotiations
- Dealing with difficult questions
- Negotiating in competitive markets
- Negotiating with skilled buyers
- Understanding different cultural dynamics when negotiating

Stress management and personal effectiveness

- Analysing the causes and effects of stress both physically and psychologically
- Setting priorities, planning and delegating
- Dealing with aggression and conflict
- Reviewing the negotiation achievement

Competencies

At the end of this course, delegates will be able to:

- Critically assess their current negotiation style
- Enhance key interpersonal skills essential for greater impact in negotiations
- Identify objectives and prepare the negotiation
- Establish collaboration and strong partnerships
- Implement key strategies and tactics for overcoming conflict and handling objections
- Effectively recognise and manage buyers' tactics
- Identifying and securing "Win – Win" results

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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