



First Select

Win-Win Negotiation Skills

Date	Venues	(\$Fees	Book your seat
21 Dec -25 Dec 2025	Kuala Lumpur	3300	Register Now

Objectives:

Participants will learn and gain practice in applying the principles of negotiating skills, identify the controlling issues in negotiations; list and utilize the nine key stages in the negotiation process; create their own ten tips for establishing rapport; produce notes or a verbal statement to ensure that the outcome of a negotiation is fully understood by the other party; create a personal action plan.

WHO SHOULD ATTEND?


Managers, supervisors, and anyone who wishes to improve their negotiation skills and achieve more productive and profitable transactions and interactions, internally and externally.


Course Outline:


- Identifying issues for Negotiation
- The Nine Stages of Negotiation
- When negotiation is needed
- Searching for shared needs
- Building rapport
- Clarity of objectives
- The opening issues
- Managing disagreement
- Signaling compromise
- Opportunities for agreement
- Keeping it alive
- Creating an environment for open communication
- Identifying mutual wins
- Developing skills
- Contracting for success and a committed follow up

WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.

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