



# Tough Negotiations! for Senior Managers

Succeeding in Difficult Situations with Challenging People

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## Course Description

Tough Negotiations! for Senior Managers offers an advanced approach to spearheading effective negotiating in difficult situations that involve competitive and emotionally charged behaviour. The workshop focuses on realistic business situations involving both internal and external relationships.

## Target Audience

Senior-Level Managers who lead sensitive, difficult or complex, individual or team negotiations with colleagues, customers, suppliers and partners. World-Class Negotiations is NOT a pre-requisite for this course.

## Objectives

Participants will learn to:

- recognise the obstacles to a successful negotiated outcome
- understand the factors that create obstacles to negotiated outcomes
- better understand the other party's interests and motivations
- take their questioning, listening and observation skills to a higher level
- seek more creative negotiated outcomes
- manage their own emotions in tense and pressured situations
- manage conflict to achieve a positive outcome by influencing the behaviour of others in a way that promotes problem resolution
- how to stay positive and act, rather than react, to provocation or personal attack
- build agreement and commitment in difficult and emotionally-charged situations
- take a professional responsibility for managing relationships and steering their team despite apparent conflict
- achieve long-term relationship excellence despite short-term obstacles
- grow the value of critical but challenging business relationships

...all while working in intensive,  
negotiating situations.

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Duration of the session: 2 days  
Number of participants: 9 maximum  
Working language: English



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