



# Tough Negotiations!

Succeeding in Difficult Situations with Challenging People

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## Course Description

Tough Negotiations! offers an advanced approach to 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

All managers, salespeople, buyers and other individuals involved in sensitive, difficult or complex negotiations with colleagues, customers, suppliers and partners. *World-Class Negotiations is 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 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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**Pre-requisite:** World-Class Negotiations

Duration of the session: 2 days

Number of participants: 9 maximum

Working languages: English or French



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