

# € TRAINING

Negotiation and Communication Skills



17 - 21 November 2025  
Singapore



# Negotiation and Communication Skills

REF: Q2940 DATE: 17 - 21 November 2025 Venue: Singapore - Fee: 6325 Euro

## Introduction:

Negotiation and communication skills are fundamental elements that directly impact the success of individuals and organizations in diverse work environments. This training program enhances participants' ability to manage dialogue effectively and build successful negotiation strategies that meet the needs of different parties. It also enables them to develop innovative communication methods to overcome challenges and foster collaboration for achieving common goals.

## Program Objectives:

By the end of this program, participants will be able to:

- Master the concept of internal communication and acquire listening and questioning skills.
- Apply nonverbal communication strategies to improve understanding with others.
- Develop skills in planning and executing both technical and non-technical negotiations.
- Handle difficult negotiators and establish effective strategies to overcome obstacles.
- Apply "best practices" in preparing for and achieving negotiation objectives efficiently.

## Target Audience:

- Executive managers.
- Procurement and contract managers.
- Sales and marketing managers.
- Employees responsible for negotiation in various work environments.

## Program Objectives:

### Unit 1:

#### Effective Communication Skills

- Fundamentals of interpersonal communication.
- The role of clear communication in team success.
- Nonverbal communication skills and reading hidden cues.

- Using body language and voice to enhance credibility.
- Overcoming barriers to effective communication.

## Unit 2:

### Types of Communication and Their Impact

- Techniques for positive and assertive communication and expressing confidence.
- Using impactful positive language to foster collaboration.
- Persuasive communication - gaining others' support.
- Enhancing listening and questioning skills to improve interaction.
- Ensuring clarity and fluency in communication across various scenarios.

## Unit 3:

### Listening and Questioning Skills

- The difference between hearing and active listening and their significance.
- Overcoming obstacles that hinder effective communication.
- Strategies for listening in challenging situations.
- Conveying difficult and sensitive messages positively.
- Creating positive impressions and fostering cooperation between parties.

## Unit 4:

### Negotiation Strategies

- Developing suitable negotiation strategies for different situations.
- Understanding formal and informal negotiations.
- Managing negotiation teams to achieve objectives.
- Planning negotiations and analyzing cultural and individual patterns.
- Efficiently conducting negotiations from start to finish.

## Unit 5:

## Dealing with Difficult Negotiators

- Effective strategies for handling challenging negotiators.
- Controlling anger and managing conflicts effectively.
- Strategies for addressing deadlock situations during negotiations.
- Recognizing common negotiation tricks and how to overcome them.
- Resolving disputes and regaining control to achieve optimal outcomes.