

# Negotiation & Deal-Making

## Best For

Early–midcareer professionals | Individual Contributors | New Team Leads Professionals involved in client discussions, vendor management, partnerships, internal negotiations, and decision-making conversations.

## Delivery Style

Highly practical, skill-building, and confidence-focused, with direct application to real workplace and business negotiation situations.

## Outcome Level

Operational effectiveness, stronger negotiation confidence, and improved professional decision-making and relationship outcomes.

## Program Positioning

This program is designed for professionals who want to strengthen their ability to negotiate effectively in today's fast-moving, relationship-driven business environment. Negotiation is no longer limited to formal deals—it is part of everyday professional interactions involving timelines, expectations, priorities, resources, and outcomes.

The program builds modern negotiation capability aligned with current workplace realities such as virtual negotiations, multi-stakeholder involvement, ethical expectations, and long-term relationship management. It removes outdated win-lose approaches and replaces them with structured, value-driven deal-making skills.

- ✓ Ideal for professionals with 0–8 years of experience
- ✓ Ideal for those transitioning into client-facing, vendor-handling, or leadership roles

## LEARNING STRUCTURE (8 HOURS)

### Block 1 – Foundations of Modern Business Negotiation

This session builds a strong foundation by explaining how negotiation functions in today's professional and business environments.

It covers:

- How negotiation has evolved in modern, digital, and collaborative workplaces
- The difference between positional bargaining and value-based negotiation

- Common negotiation mistakes that reduce credibility and outcomes
- The role of preparation, mindset, and professionalism in negotiations

✔ **Outcome:** Strong understanding of modern negotiation principles and professional negotiation awareness.

## **Block 2 – Understanding Interests, Value & Trade-Offs**

This session focuses on identifying what truly matters in a negotiation beyond stated demands.

It covers:

- Distinguishing between positions and underlying interests
- Identifying value drivers for all parties
- Making informed trade-offs without weakening credibility
- Avoiding win-lose thinking that damages long-term relationships

✔ **Outcome:** Improved ability to identify value, interests, and practical trade-offs.

## **Block 3 – Negotiation Communication & Listening Skills**

This session strengthens the communication skills required for effective negotiation conversations.

It covers:

- Asking the right questions to uncover information
- Active listening during negotiation discussions
- Managing tone, clarity, and professional language
- Preventing misunderstandings and emotional escalation

✔ **Outcome:** Clear, confident, and professional negotiation communication.

## **Block 4 – Managing Power, Pressure & Deadlocks**

This session addresses challenging negotiation situations involving pressure, power imbalance, or stalled discussions.

It covers:

- Staying calm and professional under pressure
- Handling aggressive or dominant negotiation behavior
- Managing deadlocks without damaging relationships
- Redirecting conversations toward constructive outcomes

✔ **Outcome:** Greater confidence in handling pressure and difficult negotiation moments.

## **Block 5 – Ethical Negotiation & Trust Building**

This session focuses on ethical negotiation practices and long-term relationship management.

It covers:

- Negotiating with integrity and transparency
- Avoiding manipulative or short-term tactics
- Protecting professional credibility and reputation
- Building trust that supports long-term business relationships

✔ **Outcome:** Ethical negotiation capability with stronger trust and credibility.

## **Block 6 – Client, Vendor & Stakeholder Negotiations**

This session helps participants adapt negotiation approaches across different professional relationships.

It covers:

- Negotiating with clients professionally
- Managing vendor and partner discussions
- Handling internal stakeholder negotiations
- Adjusting communication style based on context

✔ **Outcome:** Flexible negotiation skills across professional environments.

## **Block 7 – High-Stakes & Sensitive Negotiations**

This session focuses on negotiations involving risk, accountability, or sensitive outcomes.

It covers:

- Managing emotions during critical negotiations
- Handling uncertainty and responsibility
- Maintaining professionalism under scrutiny
- Making clear decisions during high-impact discussions

✔ **Outcome:** Improved control and confidence in high-stakes negotiation situations.

## **Block 8 – Personal Negotiation Style & Deal Strategy Plan**

This final session focuses on long-term application and personal development.

It covers:

- Identifying personal negotiation strengths and improvement areas
- Understanding individual negotiation style
- Building a structured negotiation approach
- Creating a personal deal-making improvement plan

✓ **Outcome:** Clear personal negotiation strategy and long-term skill development plan.

## ✓ **What You Will Walk Away With**

Participants complete the program with:

Stronger ability to analyze complex workplace problems

Improved decision-making clarity

Better understanding of cause-and-effect relationships

Reduced reactive problem-solving

A structured approach to handling complexity

A Knowledge Que Course Completion Certificate (8 PDUs)

## ✓ **Certification (Delivery-Neutral & Legally Safe)**

On successful completion of the program, learners receive:

Knowledge Que – Course Completion Certificate

Recognition of 8 Professional Development Units (PDUs)

A digital certificate suitable for:

LinkedIn

Resume & Portfolio

Professional Profiles

Issued by Knowledge Que – Powered by Experts

## ✓ **Why Knowledge Que**

Expert-led, practical professional skills training

Real-world workplace scenarios

Skill-focused learning with immediate application

Programs designed specifically for modern professionals

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