

## COURSE OVERVIEW SS0440 Negotiation Skills

### Course Title

Negotiation Skills

### Course Date/Venue

Session 1: April 13-17, 2025/Meeting Plus 8,  
City Centre Rotana Doha Hotel,  
Doha, Qatar

Session 2: September 14-18, 2025/Meeting  
Plus 8, City Centre Rotana Doha  
Hotel, Doha, Qatar

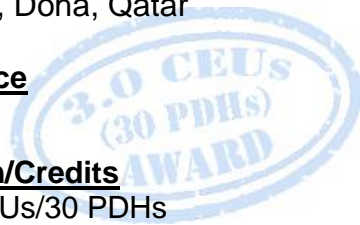


### Course Reference

SS0440

### Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



### Course Description



**80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.**

Complex negotiations require sophisticated techniques, especially if the end result is to achieve a win for all parties. In order to know upfront how to approach these challenging negotiations with the best chance of success, managers as you are, need to be well prepared for all scenarios. What's more, you should be ready for the tactics often used by difficult negotiators to try to manipulate the outcome in your favor.



In this course, you gain experience in creating and managing dynamic negotiating environments for successful results. You learn to integrate people and process elements, creating a flexible framework for your negotiation strategies and situations. The course presents the methods, techniques, and processes you need in order to conduct successful negotiations confidently.



Throughout this course, a series of interactive small-group and class workshops provide practical experience developing your negotiating skills, including:

- Calibrating your communication and negotiation strengths
- Extracting and refining information to develop flexible strategies

- Applying a 5-step model to negotiation situations
- Developing a life cycle process to structure effective negotiation phases
- Practicing negotiating techniques using scenarios
- Designing your own negotiating style for professional development

### Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a basic knowledge on negotiation skills
- Provide instruction, practice and feedback regarding approaches to the negotiation process
- Identify negotiation and apply various tools and techniques to become an effective and expert negotiator
- Identify where negotiation can be used as a development tool
- Adopt the most effective negotiation strategy for a given situation
- Create an effective positive negotiation environment
- Identify the needs and requirements of those who are in negotiation with plan, develop and implement a win negotiation strategy
- Turn potential conflict situations into successful negotiation outcome
- Adapt communication style to ensure successful negotiation occurs
- Develop a plan for continuous improvement
- Develop effective negotiating skills to achieve positive outcomes in a variety of situations
- Apply best practice models to develop an effective negotiating style
- Respond to diverse personalities, communication styles and bargaining power
- Incorporate a process approach into your negotiation skill set
- Navigate real-world pressures and challenges to achieve success
- Leverage strengths and experiences to deliver productive outcomes
- Take into account cultural differences and other geographical factors during your negotiation process

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

### Who Should Attend

This course is intended for managers, supervisors, superintendent whose negotiation expertise is critical to the success of their organization. This is also applicable for those whose job depends on their ability to negotiate and secure satisfactory.


### **Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### **Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations: -


*(Below are the lists of Normal Accreditation)*

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.





**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Pete Du Plessis** is a **Senior Energy & Management Consultant** with over **35 years** of extensive experience. His expertise lies extensively in the areas of Energy Management Systems (EnMS) **ISO 50001**, **Energy** Efficiency & Consumption, **Energy** Policy & Planning, Energy Performance Indicators (**EnPIs**), **Energy** Management & Implementation, Reducing **Energy Consumption** & Improving Energy Efficiency, **Energy Regulatory** Compliance, **Data Quality** Control & Assessment, **Creative Thinking & Problem-Solving** Techniques, **Change** Management, **Negotiation & Presentation** Skills, **Emotional Intelligence**, **Business Writing** Skills, **Leadership & Team Building**, **Coaching & Mentoring**, **Time & Stress** Management, **Human Resources** Management, **Customer Service** Excellence, **Training Needs & Evaluating Training**, **Contract** Management, **Tendering & Supplier** Selection, **Budgeting & Forecasting** Skills, **Cost Control**, **Financial Analysis & Reporting**, **Budget Preparation** Skills, **Business Process** Development, **Business Process** Optimization, **Business Process** Analysis, **Business Process** Improvement, **Business Continuity** Planning, Service Provider Performance & Monitoring, **Cash Flow** Fundamentals, **Business Finance** Fundamentals, **Business Continuity** Fundamentals, **Situational Analysis** Fundamentals, **SWOT** Analysis, **Gap** Analysis, **Change** Management, Human Resource Management (**HRM**), Human Resource Development (**HRD**), **HR Business** Development, **HR Practices & Strategy**, **Behaviour Based** Interviewing & Recruitment, **Learning & Development**, **Project** Management, **Financial** Management, **Planning, Budgeting & Cost Control** and **Risk** Management. Previously, he was the **Quality Manager** of **Benteler Automotive**, where he was responsible for implementing, controlling and managing quality and technical department processes and systems and mobilizing the quality control department, procedures and quality management system.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the **Financial Manager, Operations Manager, Technical & Quality Manager, Logistics & Purchasing Manager, Head Metrologist, Quality Engineer, Project Engineer, Materials & Warehouse Planner & Controller, Quality Control Inspector, Consultant, Fitter & Machinist, Apprentice Fitter** and **Part-time Instructor**. All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has **Bachelor’s** degree with **Honours** in **Industrial Engineering & Management**. Further, he has gained **Diploma** in **Quality & Production Management**. He is also a **Certified Assessor & Moderator** with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA), a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and a **Certified Instructor/Trainer** by the APICS. He has further delivered numerous trainings, courses, seminars, conferences and workshops internationally.



**Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Course Fee**

**US\$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1:**

0730 - 0800	<i>Registration &amp; Coffee</i>
0800 - 0815	<i>Welcome &amp; Introduction</i>
0815 - 0830	<b>PRE-TEST</b>
0830 - 0900	<i>Introduction to Negotiation Theory</i>
0900 - 0930	<i>Elements of Negotiation (Goals, Process, Principles of Exchange, Assessing the Other Parties, Etc.)</i>
0930 - 0945	<i>Break</i>
0945 - 1045	<i>Preparatory Work for Negotiation</i>
1045 - 1215	<i>Establish the Elements &amp; Process</i>
1215 - 1230	<i>Break</i>
1230 - 1330	<i>Categorize the Priorities of Topics</i>
1330 - 1420	<i>Distinguishing Between Positional Bargaining &amp; Interest - Based Negotiation</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

**Day 2:**

0730 - 0830	<i>Understanding How to Measure &amp; Deal with Power Imbalance</i>
0830 - 0930	<i>Finding Areas for Negotiations</i>
0930 - 0945	<i>Break</i>
0945 - 1045	<i>Negotiation Techniques</i>
1045 - 1115	<i>Power &amp; Main Influencing Factors</i>
1115 - 1215	<i>Using Creativity to Maximize Long-Term Gains</i>
1215 - 1230	<i>Break</i>
1230 - 1330	<i>Study &amp; Analyze Reactions</i>
1330 - 1420	<i>Rational Strategies for Creating Integrative Agreement</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>



**Day 3:**

0730 – 0830	<b>Commercial Process-Risks &amp; Exposure</b>
0830 - 0930	<b>Techniques Used to Identify Risks</b>
0930 - 0945	<i>Break</i>
0945 – 1045	<b>Assess &amp; mitigate Risks in the Commercial Process &amp; Roles of Involved Parties in Conducting Risk Assessment</b>
1045 – 1115	<b>Steps Followed in Handling Impacts of Risks on the Commercial Process</b>
1115 – 1215	<b>Consequences of Not Considering Risks in the Commercial Process &amp; the Impact of Poor Commercial Process on Meeting Operational &amp; Financial Targets</b>
1215 – 1230	<i>Break</i>
1230 – 1330	<b>Conducting the Negotiation</b>
1330 – 1420	<b>Different Stages of Negotiations &amp; their Relevant Interventions</b>
1420 – 1430	<b>Recap</b>
1430	<b>Lunch &amp; End of Day Three</b>

**Day 4:**

0730 – 0830	<b>Questioning &amp; Framing</b>
0830 - 0930	<b>Active Listening &amp; the Power of Silence &amp; Careful Observation</b>
0930 - 0945	<i>Break</i>
0945 – 1045	<b>Studying Reactions</b>
1045 – 1215	<b>Understanding Internal &amp; Cross Cultural Negotiations</b>
1215 – 1230	<i>Break</i>
1230 – 1330	<b>Set Out Negotiation Style/Pattern According to Negotiation Environment</b>
1330 – 1420	<b>Facing Disputes, Conflicts &amp; Opposition</b>
1420 – 1430	<b>Recap</b>
1430	<b>Lunch &amp; End of Day Four</b>

**Day 5:**

0730 – 0830	<b>Tools, Techniques &amp; Skills to Handle Stonewalling</b>
0830 - 0930	<b>Impulsive Changes &amp; Uncommon Tricks</b>
0930 - 0945	<i>Break</i>
0945 – 1045	<b>Using Creativity to Maximize Long Term Gains</b>
1045 – 1215	<b>Incorporating Potential Risks</b>
1215 – 1230	<i>Break</i>
1230 – 1300	<b>Successful Closure for a Negotiation</b>
1300 – 1345	<b>Ensuring Implementation of Conclusive Actions in Post Negotiation Stage</b>
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	<b>Presentation of Course Certificates</b>
1430	<b>Lunch &amp; End of Course</b>



**Practical Sessions**

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



**Course Coordinator**

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