



COURSE OVERVIEW SS0440-3D Negotiation Skills

Course Title

Negotiation Skills

Course Date/Venue

October 05-07, 2025/Meeting Plus TBA, City Centre Rotana Doha Hotel, Doha, Qatar

Course Reference

SS0440-3D

Course Duration/Credits

Three days/1.8 CEUs/18 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

Haward's certificates are accredited by the following international accreditation organizations:

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). 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.

-  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 **1.8 CEUs** (Continuing Education Units) or **18 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.



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:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-ATP, is a **Senior Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Creating Customer Experiences**, Exceeding **Customer Expectations**, Excellence in **Customer Services Using NLP** (Neuro Linguistic Programming), **Customer Service Excellence**, Advanced **Customer Orientation**, **Customer Satisfaction**, Effective **Internal Customer Care**, **Customer Value Management**, Certified **Customer Journey**, **Problem Solving & Decision-Making**, **Creative Thinking Techniques**, **Strategic Problem Solving** in Petroleum Operations, **Strategic Talent Management**, **Talent Management Succession**

Planning, Career Path **Planning & Performance Management**, **Talent Development**, **Coaching & Mentoring Techniques**, Developing **Effective Partnerships**, **Relationship Management**, **Negotiation Skills**, **Developing Personal Resilience**, **Situational Analysis**, **Corporate Communication & Public Relations**, **Effective Communication & Influencing Skills**, **Improving Influencing Skills**, **Teamwork & Communication Skills**, **Effective Team Working Skills**, **Therapeutic Communication Skills**, **Leadership & Teambuilding Skills**, **Interpersonal Skills & Teamwork**, **Team Work Skills**, **Excellence Team Building**, **Transforming Personal & Team Effectiveness**, **Goal Setting & Team Building**, **Strategic Planning & Decision Making**, **Contractors Agreement**, **Service Level Agreement (SLA)**, **Supplier Assessment & Performance Management**, **Supplier Management**, **Procurement & Techniques**, **Effective Contractors Management**, **Contracting & Outsourcing**, **Cultural Diversity in the Workplace**, **Cross Cultural Awareness**, **Culture Diversity & Inclusion**, **Stress Management**, **Managing Conflict & Difficult Behaviour**, **Time Management & Stress Control**, **Business Process Improvement & Development**, **Business Excellence Methodologies**, **Strategic Business Process Management**, **Business Process Analysis**, **Business Process Mapping & Modelling**, **Business Process Optimization**, **Planning**, **Scheduling & Monitoring**, **Project Planning**, **Planning Cycle & Techniques**, **Work Budgeting & Cost**, **Human Resource Management**, **Feedback Development**, **HR Strategic Planning**, **Effective HR Strategies**, **Interpersonal & Relationship Management**, **Global & Cultural Effectiveness**, **Business Acumen & Critical Evaluation**, **Self Confidence & Self Worth**, **Behavioral Flexibility**, **Managing Dynamic Work Environments**, **Flexibility in the Workplace**, **Flexibility & Work Practices**, **HR Process**, **HR Strategies**, **HR Lifecycle**, **Talent Management**, **General Services Policies & Procedures Operating Manual**, **Organizations Policies & Procedures**, **Non-Compliance Reporting**, **Decision Making**, **Strategic Human Resources Management**, **Change Management**, **Organizational Development**, **Career Management**, **Situation & Behaviour Analysis**, **Coaching Skills**, **Negotiation Skills**, **Strategic Planning**, **Time Management**, **Budget & Cost Estimation**, **Risk Analysis & Risk Management**, **Stress Management**, **Inventory Management** and **Financial Administration**. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.



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\$ 4,250 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: Sunday, 05th of October 2025

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0900	<i>Introduction to Negotiation Theory</i>
0900 - 0915	<i>Elements of Negotiation (Goals, Process, Principles of Exchange, Assessing the Other Parties, Etc.)</i>
0915 - 0930	<i>Preparatory Work for Negotiation</i>
0930 - 0945	Break
0945 - 1015	<i>Establish the Elements & Process</i>
1015 - 1045	<i>Categorize the Priorities of Topics</i>
1045 - 1115	<i>Distinguishing Between Positional Bargaining & Interest - Based Negotiation</i>
1115 - 1215	<i>Understanding How to Measure & Deal with Power Imbalance</i>
1215 - 1230	Break
1230 - 1330	<i>Finding Areas for Negotiations</i>
1330 - 1400	<i>Negotiation Techniques</i>
1400 - 1420	<i>Power & Main Influencing Factors</i>
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2: Monday, 06th of October 2025

0730 - 0800	<i>Using Creativity to Maximize Long-Term Gains</i>
0800 - 0830	<i>Study & Analyze Reactions</i>
0830 - 0900	<i>Rational Strategies for Creating Integrative Agreement</i>
0900 - 0930	<i>Commercial Process-Risks & Exposure</i>





0930 - 0945	Break
0945 - 1045	Techniques Used to Identify Risks
1045 - 1115	Assess & Mitigate Risks in the Commercial Process & Roles of Involved Parties in Conducting Risk Assessment
1115 - 1145	Steps Followed in Handling Impacts of Risks on the Commercial Process
1145 - 1215	Consequences of Not Considering Risks in the Commercial Process & the Impact of Poor Commercial Process on Meeting Operational & Financial Targets
1215 - 1230	Break
1230 - 1330	Conducting the Negotiation
1330 - 1400	Different Stages of Negotiations & their Relevant Interventions
1400 - 1420	Questioning & Framing
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3: Tuesday, 07th of October 2025

0730 - 0800	Active Listening & the Power of Silence & Careful Observation
0800 - 0830	Studying Reactions
0830 - 0900	Understanding Internal & Cross Cultural Negotiations
0900 - 0930	Set Out Negotiation Style/Pattern According to Negotiation Environment
0930 - 0945	Break
0945 - 1045	Facing Disputes, Conflicts & Opposition
1045 - 1115	Tools, Techniques & Skills to Handle Stonewalling
1115 - 1145	Impulsive Changes & Uncommon Tricks
1145 - 1215	Using Creativity to Maximize Long Term Gains
1215 - 1230	Break
1230 - 1300	Incorporating Potential Risks
1300 - 1330	Successful Closure for a Negotiation
1330 - 1345	Ensuring Implementation of Conclusive Actions in Post Negotiation Stage
1345 - 1400	Course Conclusion
1400 - 1415	POST-TEST
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course



Practical Sessions

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



Course Coordinator

Reem Dergham, Tel: +974 4423 1327, Email: reem@haward.org