

Course : Conducting complex negotiations

Practical course - 2d - 14h00 - Ref. NEP

Price : 1610 CHF E.T.

★★★★☆ 4,5 / 5

BEST

Some negotiations involve high stakes, where improvisation has no place. This immersive training course gives you the keys to effectively structuring your complex commercial negotiations, responding constructively to objections and managing tensions to reach a successful agreement. You'll reinforce the skills that are fundamental to success: mobilizing your team to negotiate, identifying and resolving stumbling blocks using adapted interpersonal skills and strategic postures, and serenely managing difficult situations that may arise. This practical training course, with its workshops and role-playing exercises, will enable you to perfect your skills and develop a winning negotiation strategy.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Structuring negotiations using a strategic approach
- ✓ Preparing a team negotiation
- ✓ Dealing constructively with objections
- ✓ Managing tensions or attitudes that put negotiation at risk

Intended audience

Anyone in a negotiating position who wants to improve their negotiating skills

Prerequisites

Negotiation experience required. Good knowledge of fundamentals (cf. NEO or equivalent training)

Course schedule

PARTICIPANTS

Anyone in a negotiating position who wants to improve their negotiating skills

PREREQUISITES

Negotiation experience required.
Good knowledge of fundamentals (cf. NEO or equivalent training)

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Develop your negotiating skills

Compétences visées

- Mastering the dynamics of distributive and integrative negotiation
- Strengthen your ability to convince
- Planning a negotiation meeting with effective sequencing
- Identify your negotiating objectives

Activités pédagogiques

- Collective reflection: characterize simple and complex negotiation, identify key differences between distributive and integrative negotiation
- Practical exercises: sequencing a negotiation interview
- Individual reflection: determining your negotiating objectives

2 Preparing your negotiation strategy in a complex environment

Compétences visées

- Understanding the two negotiation strategies: direct and indirect
- Identify the levers for a favorable balance of power
- Assess criteria and courses of action to influence negotiation
- Define the implementation points of your negotiation plan
- Calibrate the right communication and posture

Activités pédagogiques

- Application exercise: developing an appropriate strategy based on case studies
- Practical exercises: applying the commitment and control strategy
- Case studies: simulated negotiation interviews

3 Dealing constructively with objections

Compétences visées

- Recognize the different types of objections
- Dealing with objections to move the negotiation forward

Activités pédagogiques

- Work in sub-groups: list the most frequent objections and develop relevant questions to understand each objection.
- Application exercise: practice using the CRAC method (Dig-Reformulate-Argument-Control)
- Role-playing: simulations and training in handling complex objections

Outils et méthodes

- CRAC method (Dig-Reform-Argument-Control)

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

4 Preparing a team negotiation

Compétences visées

- Involving partners in the negotiation process
- Define roles and responsibilities
- Managing the organization

Activités pédagogiques

- Collective reflection: assessing the specificities of team negotiation
- Application exercise: knowing how to communicate according to the different roles within the negotiating team
- Practical work: team negotiation scenarios with preparation of each person's role

Outils et méthodes

- Collective bargaining techniques

5 Defusing tense situations

Compétences visées

- Assessing the risk of tension
- Preventing the transition from tension to conflict
- Applying a negotiation framework in situations of high tension

Activités pédagogiques

- Self-diagnosis: identifying your conflict resolution style
- Collective reflection: analyze your behavior based on previous negotiations

Outils et méthodes

- Techniques for managing conflict situations

6 Managing destabilizing postures

Compétences visées

- Managing filibustering practices
- Unmasking manipulation
- Countering discredit

Activités pédagogiques

- Practical exercises: practicing tough negotiation skills
- Role-playing: simulations of complex negotiations incorporating the knowledge acquired during the course

Dates and locations

REMOTE CLASS

2026 : 18 May, 2 July, 10 Sep., 19 Nov.