

## Advanced Negotiation Skills

*Kuala Lumpur (Malaysia)*

*22 - 26 September 2025*

UK Training

# PARTNER



## Advanced Negotiation Skills

Code: PS28 From: 22 - 26 September 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

We all operate in an increasingly complex commercial and professional environment that requires us to negotiate on a daily basis not only with customers, clients, suppliers and contractor, but also with managers, fellow employees and colleagues within our own organisation.

This Advanced Negotiation Skills training course is designed to explain the negotiation process in detail and demonstrate how to use it effectively, giving delegates the negotiation skills and strategies they need to succeed in today's challenging commercial environment.

### Course Objectives

- Have a deep understanding of the key analysis of the negotiation process and how to influence others to get more of what you need and want.
- Have developed a range of highly effective negotiating skills and strategies that can be used in a range of situation.
- Be able to effectively analyse, plan and prepare for every negotiation.
- Understand the benefits of controlling and reading body language when influencing others.
- Have become a more effective and confident negotiator.
- Have enhanced an essential operational, management and leadership skill that will increase your performance on a daily basis.

### Course Outlines

#### DAY 1: Introduction to Negotiation - The Starting Point for Improvement

- Thinking Outside-the-Box.
- Positivity & Negativity and Its Affect on Negotiation.
- Applying a Positive Attitude to the Negotiation Process.
- Proposal Format - simple, focused & logical.
- Placing Yourself Above the Competition with Your Proposal.
- The Psychology of Negotiation - Knowing your Opponents Driving Force.
- The Feel-Good Factor.
- Questioning & Listening Techniques.

#### DAY 2: Understanding Behavioural Style to Negotiate Better

- Knowing and Understanding your own Behavioural Style - Keys to how you negotiate.
- Negotiation Style Assessment.
- Approaches to Negotiation.

A graphic of a chessboard with several chess pieces. In the foreground, there is a silver pawn, a silver king, and a gold king. The background shows a checkered board with concentric circles radiating from the center.

UK Training  
**PARTNER**

- The "Win-Win" and Why it is misunderstood.
- The Two Distinct Approaches to Negotiation.
- Communication Style and the Negotiation Process.
- Adapting to Different Communication Styles.
- Negotiation and Ethics.

### DAY 3: Developing a Strategic Approach to Negotiation

- A Strategic Approach to Negotiation - Distributive negotiation strategies.
- BATNA, Zone of Possible Agreement.
- Openings, Anchors, Offers and Counter Offers.
- A Strategic Approach to Negotiation - Integrative Negotiation Strategies.
- Sharing Information, Diagnostic Questions & Unbundling Issues.
- Package Deals, Multiple Offers and Post-settlement Settlements.
- Knowing and Maintaining your Sources of Negotiation Power.
- Sales Negotiation Behaviour - A Practical Approach.

### DAY 4: Interests, Planning and Understanding Body Language

- Wants and Needs - The importance of identifying needs.
- Emotional Intelligence and its Role in Negotiation.
- The Importance of Body Language and Non-verbal Behaviour.
- What is Body Language and how do we accurately read it?
- Understanding Thoughts from Body Language.
- How to use your own Body Language to negotiate more effectively?
- Resolving Disputes - learning to mediate to create better deals.
- Techniques of the Mediator - practical mediation skills to help resolve disputes.

### DAY 5: Negotiating with Different Nationalities and Cultures

- Face to Face Negotiation - dealing with different cultures.
- British & American.
- Japanese & Chinese.
- French & German.
- Advice for Cross Cultural Negotiators.
- International Team Negotiation Exercise.
- Putting Negotiation Techniques into Practice - putting a deal together.
- Summary Session and Questions.

UK Training  
**PARTNER**





## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training  
**PARTNER**



## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

