



PM327: Contract Negotiation & Assertive Communication

Training Description:

Successful contract negotiations require more than technical knowledge of contracts and commercial terms. Professionals must possess strong communication, persuasion, influence and relationship-management skills to achieve favorable outcomes while maintaining long-term business partnerships. In today's complex business environment, negotiators are expected to balance commercial objectives, legal requirements, stakeholder interests and organizational goals while communicating confidently and professionally.

This comprehensive training course is designed to equip participants with advanced contract negotiation techniques and assertive communication skills necessary to negotiate effectively in procurement, commercial, project, legal and contract management environments. The program combines proven negotiation methodologies, behavioral psychology, conflict resolution strategies, communication frameworks and practical negotiation simulations.

Participants will learn how to prepare and execute negotiations strategically, manage difficult conversations, handle objections, communicate assertively without damaging relationships, and achieve mutually beneficial outcomes. Through case studies, role plays, workshops and negotiation exercises, attendees will develop the confidence and competence required to negotiate contracts successfully in diverse business settings.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the principles and stages of successful contract negotiations
- ✓ Develop effective negotiation strategies aligned with business objectives
- ✓ Improve preparation techniques for commercial and contractual negotiations
- ✓ Apply assertive communication techniques to influence stakeholders positively
- ✓ Build credibility and confidence during negotiations
- ✓ Identify and respond effectively to different negotiation styles and behaviors
- ✓ Manage difficult conversations and high-pressure negotiation situations
- ✓ Handle objections, resistance, and conflicts professionally
- ✓ Use persuasion and influence techniques ethically
- ✓ Achieve win-win outcomes while protecting organizational interests
- ✓ Strengthen relationship management and stakeholder engagement capabilities
- ✓ Conduct post-negotiation reviews and continuous improvement assessments

Training Designed for:

This training course is intended for Contract Managers, Contract Administrators, Procurement and Purchasing Professionals, Commercial Managers, Supply Chain Professionals, Project Managers, Legal and Compliance Personnel, Business Development Managers, Vendor Relationship Managers, Tendering and Bid Management Professionals, Operations Managers and Professionals involved in contract negotiations and stakeholder management.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FOUNDATIONS OF CONTRACT NEGOTIATION AND COMMUNICATION EXCELLENCE

- ❖ **Session 1: Introduction to Contract Negotiation**
 - Understanding negotiation fundamentals
 - Importance of negotiation in contract management
 - Types of contract negotiations
 - Negotiation lifecycle and key stages
 - Characteristics of successful negotiators
- ❖ **Session 2: Understanding Negotiation Dynamics**
 - Interests versus positions
 - Value creation and value claiming
 - Competitive versus collaborative negotiation approaches
 - Negotiation power and leverage
 - Common negotiation challenges
- ❖ **Session 3: Fundamentals of Effective Communication**
 - Communication process and barriers
 - Verbal and non-verbal communication
 - Active listening techniques
 - Building trust and credibility
 - Emotional intelligence in negotiations
- ❖ **Session 4: Communication Styles Assessment**
 - Identifying personal communication styles
 - Understanding stakeholder communication preferences
 - Adapting communication approaches
 - Building rapport with negotiating counterparts
- ❖ **Practical Exercises:**
 - Communication style assessment
 - Negotiation personality profiling
 - Active listening exercises

DAY TWO:

NEGOTIATION PLANNING, STRATEGY DEVELOPMENT AND ASSERTIVENESS SKILLS

- ❖ **Session 1: Negotiation Preparation Framework**
 - Importance of preparation
 - Information gathering and analysis
 - Stakeholder mapping

- Risk and opportunity assessment
- Defining negotiation objectives
- ❖ **Session 2: Strategic Negotiation Planning**
 - Establishing negotiation priorities
 - BATNA (Best Alternative to a Negotiated Agreement)
 - Reservation points and walk-away positions
 - Concession planning
 - Negotiation strategy development
- ❖ **Session 3: Assertive Communication Techniques**
 - Understanding passive, aggressive and assertive behaviors
 - Characteristics of assertive communicators
 - Developing confidence and self-control
 - Assertive language techniques
 - Setting boundaries professionally
- ❖ **Session 4: Influencing Without Authority**
 - Persuasion principles
 - Building influence through credibility
 - Managing expectations
 - Handling pressure and manipulation tactics
- ❖ **Practical Exercises:**
 - Negotiation planning exercise
 - Assertiveness role-play scenarios
 - Developing negotiation strategies

DAY THREE:

ADVANCED NEGOTIATION TECHNIQUES AND MANAGING DIFFICULT CONVERSATIONS

- ❖ **Session 1: Advanced Negotiation Tactics**
 - Anchoring and framing techniques
 - Strategic questioning
 - Package bargaining
 - Conditional concessions
 - Creating negotiation momentum
- ❖ **Session 2: Managing Objections and Resistance**
 - Understanding underlying concerns
 - Reframing objections
 - Responding to challenges professionally
 - Maintaining control during discussions
 - Techniques for overcoming deadlocks
- ❖ **Session 3: Difficult Conversations and Conflict Resolution**
 - Managing emotionally charged situations
 - Handling disagreements constructively
 - De-escalation techniques
 - Maintaining professionalism under pressure
 - Resolving contractual disputes
- ❖ **Session 4: Negotiating with Different Personalities**
 - Behavioral styles in negotiations

- Dealing with aggressive negotiators
- Managing difficult stakeholders
- Cross-functional and multicultural negotiations
- ❖ **Practical Exercises:**
 - Difficult negotiation simulations
 - Conflict resolution exercises
 - Stakeholder management scenarios

DAY FOUR:

COMMERCIAL CONTRACT NEGOTIATIONS AND RELATIONSHIP MANAGEMENT

- ❖ **Session 1: Negotiating Commercial Contract Terms**
 - Price and cost negotiations
 - Payment terms and conditions
 - Performance obligations
 - Service level agreements (SLAs)
 - Risk allocation clauses
- ❖ **Session 2: Negotiating Contractual Risks**
 - Liability and indemnity provisions
 - Warranties and guarantees
 - Change management clauses
 - Claims and dispute provisions
 - Contract termination terms
- ❖ **Session 3: Relationship-Based Negotiation**
 - Building long-term partnerships
 - Supplier and customer relationship management
 - Trust-based negotiations
 - Collaborative problem solving
 - Maintaining value after agreement
- ❖ **Session 4: Cross-Cultural Negotiation Skills**
 - Cultural influences on negotiation behavior
 - International negotiation considerations
 - Communication challenges across cultures
 - Global best practices
- ❖ **Practical Exercises:**
 - Contract clause negotiation exercise
 - Commercial negotiation case study
 - Cross-cultural negotiation role play

DAY FIVE:

HIGH-IMPACT NEGOTIATION SIMULATIONS AND ACTION PLANNING

- ❖ **Session 1: Complex Contract Negotiation Simulation**
 - Multi-party negotiation exercise
 - Stakeholder management challenges
 - Commercial and contractual decision-making
 - Managing competing priorities
- ❖ **Session 2: Advanced Assertive Communication Practice**
 - Executive-level communication

- Delivering difficult messages
- Influencing senior stakeholders
- Handling confrontation professionally
- ❖ **Session 3: Negotiation Performance Evaluation**
 - Reviewing negotiation outcomes
 - Measuring success indicators
 - Lessons learned methodology
 - Continuous improvement techniques
- ❖ **Session 4: Personal Development and Action Planning**
 - Individual negotiation competency assessment
 - Developing improvement plans
 - Building long-term negotiation capabilities
 - Creating workplace implementation strategies
- ❖ **Final Exercises**
 - Comprehensive contract negotiation simulation
 - Team presentations
 - Facilitator feedback and coaching
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

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

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

- 07:45 - 08:00 Morning Coffee / Tea
- 08:00 - 10:00 First Session
- 10:00 - 10:20 Recess (Coffee/Tea/Snacks)
- 10:20 - 12:20 Second Session

12:20 - 13:00 Recess (Prayer Break & Lunch)
13:00 - 14:00 Last Session

For training registrations or in-house enquiries, please contact:

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