MERCURY

Professional Negotiator Training Course

18 – 22 January 2027
Kigali (Rwanda)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15828_1066688 **Date:** 18 – 22 January 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

The Professional Negotiator training course equips individuals with the advanced skills and strategies to navigate complex negotiation scenarios effectively. Whether in business, law, or other high-stakes environments, it provides practical tools for enhancing your negotiating abilities. Participants will learn to master negotiation techniques, manage conflict, and influence outcomes while maintaining strong, professional relationships.

Participants will be prepared to handle challenging negotiations confidently and secure the best possible results for all parties involved. The Professional Negotiator course is for individuals seeking to enhance their negotiation skills and pursue a career as a professional negotiator. It will teach them how to become a professional negotiator and gain the expertise to handle complex negotiations across industries.

Participants will be eligible for Professional Negotiator certification, which will highlight their field proficiency. It covers effective strategies for international negotiations and specialized roles, including that of a professional debt negotiator. By becoming a certified professional negotiator, you can elevate your career and stand out as a leader in negotiation.

Targeted Groups:

- Business Executives and Managers.
- Sales and Marketing Professionals.
- Legal Advisors and Consultants.
- HR and Talent Acquisition Teams.
- Procurement and Supply Chain Professionals.
- Senior Leaders and Decision-Makers.
- Project Managers and Team Leaders.
- Individuals in Leadership or Negotiation Roles.
- Entrepreneurs and Start-Up Founders.
- Diplomats and Government Officials.

Course Objectives:

At the end of this Professional Negotiator course, the participants will be able to:

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- Develop advanced negotiation techniques for complex scenarios.
- Enhance skills in conflict resolution and mediation.
- Master persuasion and influence strategies to achieve favorable outcomes.
- Strengthen cross-cultural communication in negotiations.
- Build emotional intelligence to manage high-pressure situations.
- Improve strategic decision-making in negotiation contexts.
- Learn how to build lasting relationships and trust with stakeholders.
- Apply creative problem-solving methods to overcome negotiation challenges.
- Uphold ethical practices while negotiating effectively.
- Gain practical experience through simulated negotiation exercises.

Targeted Competencies:

By the end of this Professional Negotiator training, the participant's competencies will:

- Advanced Negotiation Techniques.
- Conflict Resolution and Mediation.
- Persuasion and Influence Strategies.
- Cross-Cultural Communication.
- Emotional Intelligence in Negotiation.
- Strategic Decision Making.
- Tactical Communication Skills.
- Relationship Building and Rapport.
- Creative Problem Solving.
- Ethical Negotiation Practices.

Course Content:

Unit 1: Foundations of Professional Negotiation:

- Introduction to negotiation theories and principles.
- Understanding different negotiation styles and approaches.
- The importance of preparation and goal-setting in negotiations.
- Key elements of successful negotiation: value creation, communication, and flexibility.
- Assessing negotiation power dynamics and how to leverage them.
- Understanding the psychological aspects of negotiation.
- Building confidence and assertiveness in negotiation settings.
- Identifying and overcoming common negotiation barriers.
- Ethical considerations in negotiation.

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Unit 2: Advanced Negotiation Techniques:

- Developing advanced strategies for high-stakes negotiations.
- Mastering concession-making and negotiating trade-offs.
- Techniques for influencing and persuading opponents.
- The use of silence and questioning in negotiations.
- Managing emotions and maintaining composure under pressure.
- Overcoming objections and resistance effectively.
- Strategies for multi-party and complex negotiations.
- Handling difficult or high-conflict negotiators.
- Dealing with win-lose situations and turning them into win-win scenarios.

Unit 3: Cross-Cultural and Global Negotiations:

- Understanding cultural differences and their impact on negotiation.
- Adapting negotiation strategies for international settings.
- Building cultural awareness and sensitivity.
- Navigating language barriers and non-verbal communication.
- Managing expectations and establishing trust in cross-cultural negotiations.
- Legal and ethical considerations in global negotiations.
- Case studies of successful international negotiations.
- Strategies for managing time zone and distance challenges in global deals.
- Tips for negotiating in diverse and multicultural environments.

Unit 4: Negotiation Tactics and Conflict Resolution:

- Identifying different conflict styles and approaches.
- Techniques for diffusing tension and creating collaborative solutions.
- Using mediation and arbitration as tools in negotiation.
- The role of compromise in successful conflict resolution.
- Managing high-conflict individuals and situations.
- Developing creative solutions to seemingly intractable issues.
- The importance of active listening and empathy in conflict resolution.
- Establishing common ground and mutual benefit.
- Recognizing when to walk away from a negotiation and how to do it effectively.

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Unit 5: Practical Negotiation Applications:

- Applying theory to real-world negotiation scenarios.
- Hands-on role-playing and negotiation simulations.
- Developing personalized negotiation plans and strategies.
- Feedback and reflection on negotiation performance.
- Strategies for leading negotiation teams and managing group dynamics.
- Conducting post-negotiation analysis and learning from outcomes.
- Techniques for closing deals and securing long-term agreements.
- Managing multiple negotiations simultaneously.
- Preparing for and negotiating under uncertainty or changing conditions.