



Crystal Lean Solutions

Training
Academy

Negotiation Skills



Negotiation Skills

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1089

AIM:

The aim of this programme is to equip participants with practical negotiation skills to influence decisions, resolve competing priorities, and build productive stakeholder relationships. The course blends structured preparation, collaborative problem-solving, and behavioural influence to support positive outcomes while maintaining professional integrity.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Apply negotiation frameworks (e.g., BATNA, ZOPA, and structured preparation tools) to improve outcomes in discussions and agreements.
- ✿ • Use effective communication skills to persuade, build trust, and manage conflict within teams and across functions.
- ✿ • Understand stakeholder priorities and align proposals to organisational objectives (e.g., schedule, cost, quality, safety, sustainability).
- ✿ • Manage objections and respond calmly under pressure, maintaining strong professional relationships.
- ✿ • Recognise behavioural styles and adapt negotiation strategies to stakeholders such as colleagues, customers, suppliers, and managers.

THIS PROGRAMME IS FOR:

This programme is designed for individuals who want to strengthen their negotiation and influencing skills to support better decision-making, collaboration, and stakeholder engagement. Roles that can benefit from training include commercial, engineers, Lean personnel and leaders.

PROGRAMME CONTENT:

Foundations of Negotiation

- Everyday negotiation scenarios across roles and functions
- Interests vs. positions
- Building trust and credibility in discussions

Negotiation Frameworks & Tools

- BATNA (Best Alternative to a Negotiated Agreement)
- ZOPA (Zone of Possible Agreement)
- Five-step negotiation preparation tool
- Concessions planning

Communication & Influence

- Active listening
- Asking effective questions
- Persuasive communication techniques
- Maintaining alignment during conflict

Stakeholder Perspectives

- Understanding drivers, constraints, and differing priorities
- Cross-functional negotiation (e.g., operations, projects, procurement, commercial, customers)

Applied Scenarios

- Scope clarification and alignment
- Managing competing priorities
- Risk discussions and allocation of responsibilities
- Performance issues and change requests

Practical Application

- Facilitated practice using realistic negotiation exercises

ASSESSMENT:	None
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 Day
CERTIFICATION CRITERIA:	Completion of all training days on programme
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	N/A
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ☀ Situational Leadership
- ☀ Leader Standard Work
- ☀ Human Error Problem Solving
- ☀ Leading with Emotional Intelligence
- ☀ Communication Skills
- ☀ Teamwork & Conflict Management
- ☀ Decision Making
- ☀ Commercial Acumen