



The Art of Skillful Negotiation

In today's complex business environment, managers negotiate constantly—with clients, vendors, peers, and internal stakeholders. The ability to negotiate skillfully is essential to achieving results while preserving trust and long-term working relationships. This program equips participants with practical tools, structured approaches, and real-world techniques to negotiate confidently and effectively.



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LEARNING OBJECTIVES

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

- Apply a structured approach to planning and conducting negotiations
- Differentiate between positions and underlying interests to create better outcomes
- Use effective communication and influence techniques during negotiations
- Manage emotions, objections, and difficult behaviors confidently
- Close negotiations professionally while maintaining long-term relationships

COURSE OUTLINE

- Understanding negotiation and its relevance in managerial roles
- Types of negotiations and common negotiation styles (video)
- Negotiation mindset: interests vs. positions (case)
- Preparing for negotiations: objectives, limits, and alternatives – BATNA (group exercise)
- Stakeholder analysis and power dynamics (case)
- Communication and influence techniques in negotiations (role play)
- Asking effective questions and active listening (role play)
- Managing emotions, objections, and resistance (video)
- Handling difficult and high-pressure negotiation situations (case, role play)
- Creating win-win outcomes and value-based agreements (group activity)
- Closing negotiations and securing commitment (role play)
- Post-negotiation relationship management and follow-up

WHO SHOULD ATTEND?

Middle to senior managers involved in negotiations.

FACILITATOR

Mr. Usman Butt

Mr. Usman Butt is an accomplished Learning & Development professional with over 24 years of corporate experience, including 23 years in the banking industry, specializing in leadership development, professional skills, customer service excellence, sales effectiveness, employee engagement, and technical banking training. A passionate facilitator and executive coach with extensive experience in designing and delivering impactful learning solutions for organizations across multiple industries.

Professional Qualifications

- MBA from the Institute of Business Administration (IBA)
- Diploma in Banking with Double Distinction in Management and Accounting
- Certified Mind Sciences Practitioner
- Certified Neuro-Linguistic Programming (NLP) Practitioner
- Reiki Healer
- Meditation Practitioner
- Anti-Stress and Mental Wellness Advocate

Professional Experience

- Founder & CEO – Level Up – People & Learning Solutions (Since May 2023)
- Executive Director – Iqra University
- Head of HR (US Operations) – Level3 Back Office Services
- Vice President / Unit Head (South), Learning & Development – Askari Bank
- Management Trainee Officer (MTO) – MCB Bank
- Served with leading financial institutions including:
 - NDFC
 - MCB Bank
 - Standard Chartered Bank
 - Askari Bank

TRAINING MANAGER:

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