



## MasterClass for Negotiations

MasterClass for negotiations is an interactive, tailored course aimed at those who are regularly required to negotiate in their target language. The course recognises the importance of using accurate, concise and effective language to achieve business objectives.

### Course objectives

MasterClass for negotiations provides delegates with:

- an appropriate linguistic framework for effective and successful negotiations
- an improved range of appropriate and practical language for use in negotiations
- increased confidence, to allow for focus on the main aim of the negotiation
- the chance to concentrate, in an informal setting, specifically on the language of negotiations
- the opportunity to build on existing skills and identify areas for improvement
- role-play practice for negotiations in general, or in preparation for a specific negotiation



### Course content

MasterClass for negotiations is tailored to the needs of the language learner, but areas covered could include:

- confirming objectives and making opening statements
- bargaining and making concessions
- persuading and influencing
- agreeing and disagreeing
- making proposals and conditional offers
- accepting and confirming
- dealing with conflict
- rejecting suggestions
- summarising and concluding successful and unsuccessful outcomes
- delivering and listening for appropriate register and tone
- cultural influences



### Course management

Each course is overseen by a dedicated Account Manager to ensure it is designed, monitored and evaluated to maximise the return on investment. This includes:

- detailed pre-course assessment and needs analysis
- design of a tailor-made Learning Plan, subject to client approval
- regular monitoring and reporting of delegate progress
- post-course evaluation, focusing on the impact on workplace performance

Courses are available in a range of languages and formats, including blended learning options. MasterClass for Negotiations can also be combined with any other Language Services Direct language or business communication course.

For further details about course content, format and pricing please contact us on Telephone: +44 (0)20 7357 6657 or by email: [info@languageservicesdirect.co.uk](mailto:info@languageservicesdirect.co.uk)

