



MASTERSTART

**Gordon Institute
of Business Science**
University of Pretoria



Delivered 100% online



4 – 6 learning hours per week



8 weeks

Negotiation Skills

Learn the subtle skill that powers every deal, project, and team.

Strong negotiation skills shape better outcomes in deals, projects, teams, and everyday decisions. This course helps you develop the self-awareness and interpersonal skills needed to influence favourable outcomes without jeopardising long-term relationships. You'll practise handling high-stakes conversations with confidence, applying creative problem-solving to resolve impasses, and creating mutually beneficial agreements that people want to stand behind.

What will you learn?



Negotiation

Engaging in strategic discussions to achieve mutually beneficial agreements.



Build mutually beneficial agreements

Creating win-win solutions in negotiations that satisfy both parties' interests.



Overcome negotiation deadlocks

Resolving impasses in negotiations to reach mutually beneficial solutions.



Growth mindset

Embracing challenges and viewing failures as opportunities to learn and grow, fostering a culture of development.



Conflict resolution

Navigating and resolving disputes constructively while maintaining strong relationships.



Influencing skills

The ability to shape others' attitudes, behaviours, or decisions through persuasive communication and relationship-building.

Contact Us



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register@masterstart.com



www.masterstart.com



Certificate of
Competence

Course outline

 6 collaborative learning sessions



WEEK 1

Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

Module 1

Formidable you

Build self-awareness and emotional intelligence, leverage personal strengths, and develop trust and credibility to negotiate with confidence.



WEEK 3

Module 2

Human-centred you

Strengthen negotiation outcomes through empathy, cultural awareness, and perspective-taking while recognising styles, avoiding assumptions, and fostering mutual benefit.



WEEK 4

Module 3

Org-savvy you

Learn to navigate organisational politics, understand culture and strategy, and leverage these insights to overcome negotiation deadlocks.



WEEK 5

Module 4

Negotiation necessities

Develop communication and influence skills by mastering body language, active listening, and assertive techniques to strengthen negotiation outcomes.



WEEK 6

Module 5

Consciously positive negotiation

Foster trust, apply ethical practices, and use flexible, value-creating strategies to build mutually beneficial and lasting negotiation outcomes.



WEEK 7

Module 6

Negotiation process for mutual benefit

Plan, prepare, and deliver negotiations that focus on collaboration, creative problem-solving, and achieving sustainable, win-win outcomes.



WEEK 8

Final assessment

Negotiation Preparation relevant to a business environment.

Who is this course for?

Managers, leaders, consultants, and sales professionals who negotiate with stakeholders, secure partnerships, and delegate to teams. Designed for those who want to handle pressure with greater confidence, achieve mutually-beneficial outcomes, and strengthen long-term business relationships with proven techniques.

The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources, audio notes, and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

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