Mastering Sales Negotiation & Complex Deal Closing Training Course



09 - 13 Nov 2026

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

This training course is designed to take sales professionals from simply presenting to strategically negotiating and closing deals in the most challenging scenarios. In today's competitive market, a basic understanding of products is not enough. Success is determined by the ability to navigate complex client needs, overcome objections, and create win-win outcomes. This course delves into the art and science of negotiation, providing a comprehensive framework for every stage of the sales cycle, from the initial contract to the final signature. We will explore key principles from prominent academic authors in the field, such as Roger Fisher and William Ury, whose seminal work, "Getting to Yes: Negotiating Agreement Without Giving In," provides a foundational approach to principled negotiation. This program is essential for anyone responsible for closing high-value deals. BIG BEN Training Center has designed this curriculum to ensure participants can handle difficult conversations, understand buyer psychology, and consistently close deals that benefit both their organization and the client. By mastering these principles, professionals will not only increase their closing rates but also build stronger, more sustainable customer relationships based on mutual respect and shared value.

Target Audience / This training course is suitable for:

- Sales professionals and account managers.
- Business development executives.
- Sales directors and team leaders.
- Contract and procurement managers.
- Entrepreneurs and small business owners.
- Client relationship managers.
- Senior-level sales professionals.
- Government agencies and their equivalents.

Target Sectors and Industries:

- Technology and software.
- Financial services.
- Manufacturing and supply chain.
- Professional services and consulting.
- Healthcare and pharmaceuticals.
- Telecommunications.
- Real estate.
- Government agencies and their equivalents.

Target Organizations Departments:

- Sales and business development.
- Contract management.
- Legal and compliance.
- Customer success.
- Marketing.
- Procurement and purchasing.
- Strategic alliances.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a strategic sales negotiation plan.
- Identify and manage power dynamics in complex deals.
- Handle difficult client objections and turn them into opportunities.
- Master key closing techniques for different sales scenarios.
- Understand and leverage buyer psychology in the negotiation process.
- Create win-win solutions that satisfy all parties.
- Navigate multi-party negotiations and internal stakeholders.
- Mitigate risks and deal with last-minute changes.
- Build long-term relationships through ethical negotiation.
- Conduct a post-mortem analysis of both won and lost deals.

Course Methodology:

This training course uses a highly interactive and practical methodology to ensure a deep and applicable understanding of negotiation skills. The program is built around real-world case studies that challenge participants to analyze and solve complex sales scenarios. We will use a workshop format to facilitate group discussions, peer-to-peer learning, and the development of collaborative negotiation strategies. A significant portion of the course involves role-playing exercises, where attendees will practice key negotiation techniques, from probing for hidden needs to handling aggressive tactics. The curriculum is designed to be highly engaging, with live Q&A sessions and expert feedback on individual challenges. The focus of this course is on moving beyond simple closing tactics to building a strategic mindset that enables professionals to navigate any complex deal. BIG BEN Training Center has created this program to ensure participants leave with the tools and confidence to not only close more deals but also build a reputation as a trusted and skilled negotiator.

Course Agenda (Course Units):

Unit One: The Foundation of Strategic Sales Negotiation.

- Understanding the difference between persuasion and negotiation.
- Developing a negotiation mindset and a strategic plan.
- The importance of preparation and research before a negotiation.
- Defining your Best Alternative to a Negotiated Agreement (BATNA).
- Identifying the decision-making process and key stakeholders.
- Using active listening to uncover hidden client needs.
- The psychology of a successful negotiation.

Unit Two: Mastering the Art of Dialogue and Communication.

- Asking effective questions to control the conversation.
- Framing the value proposition and managing expectations.
- Handling difficult questions and objections with confidence.
- Using non-verbal cues to your advantage.
- De-escalating conflict and managing emotions.
- Building rapport and trust with the client.
- Communicating your value without discounting.

Unit Three: Advanced Negotiation Tactics and Strategies.

- Exploring different negotiation styles and their effectiveness.
- Managing multi-party negotiations and internal alignments.
- The art of concessions and trade-offs.
- Recognizing and countering common negotiation ploys.
- Handling "take it or leave it" ultimatums.
- Negotiating price and contract terms.
- When to walk away from a deal.

Unit Four: Closing the Deal with Confidence.

- Understanding the different types of clothes.
- Identifying buying signals and readiness to commit.
- Creating urgency and a clear path to the next step.
- Managing final objections and last-minute requests.
- The importance of a post-closing plan.
- Using commitment techniques to secure the deal.
- Best practices for final contract review and signing.

Unit Five: Sustaining Success and Continuous Improvement.

- Analyzing your performance in both won and lost deals.
- Developing a continuous improvement plan for your negotiation skills.
- Building a strong network of negotiation partners.
- The role of ethical conduct in long-term relationships.
- Preparing for your next high-stakes negotiation.
- Mentoring others in the art of negotiation.
- The future of sales and negotiation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the principles of principled negotiation, which are based on finding mutual gain and focusing on interests, be effectively applied in competitive sales environments where short-term revenue targets and adversarial tactics are common?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by moving beyond simple sales tactics to focus on the strategic art of negotiation and closing complex deals. While other programs may touch on closing, our curriculum is an in-depth exploration of the entire negotiation process, from pre-deal preparation to post-mortem analysis. We provide a robust framework based on the foundational work of academic experts like Roger Fisher and William Ury, giving participants a powerful, principle-based approach they can apply to any scenario. The course is highly interactive and uses a series of real-world case studies and role-playing exercises to ensure that participants gain practical, hands-on experience in a safe environment. We address critical aspects of complex deals, such as managing power dynamics, handling multi-party negotiations, and mitigating risks, which are often overlooked in standard sales training. This program teaches professionals how to build long-term relationships based on mutual respect, making them not just closers, but trusted advisors. BIG BEN Training Center has designed this program to empower professionals to handle high stakes deals with confidence and to consistently achieve better outcomes for all parties involved.