



WEBINAR

Effective Negotiation Skills for BETTER OUTCOME

NOV 11-12, 2025

9AM-5PM

ZOOM

INTRODUCTION

"Know Your Enemy and Yourself, Half the Battle Won"

Negotiation is a dialogue between two people or parties intended to reach and understanding, resolve point of difference and gain advantage in outcome of this dialogue to produce an agreement. Both parties are trying to gain advantage to satisfy various needs from the involved parties in the negotiation process. It is crucial you develop effective negotiation skills to handle the ever changing the tougher business environment. Knowing the personalities and negotiation style of your opponent will put you into a better winning position by adopting the right business strategies.

OBJECTIVES

- Learn to embrace negotiation positively
- Understand essential negotiation process
- Apply effective negotiation strategies
- Discover individual negotiation preference style
- Anticipate opponent's negotiation preference
- Handle touch negotiation situations
- Manage emotions during the negotiation process

AUDIENCE

- Junior Sales
- Senior Sales
- Anyone who interested to master of negotiation skills

METHODOLOGY

- Lecturers
- Self-Assessments
- Case Study



OUTLINE

DAY 1

8.45 AM	Registration of Participants
9.00 AM	Overcoming Fear to Negotiation
10.30 AM	Morning Tea Break
10.45 AM	The Negotiation Process
1.00 PM	Lunch
2.00 PM	Negotiation Strategies – Part 1
3.30 PM	Evening Tea Break
3.45 PM	Negotiation Strategies – Part 2
5.00 PM	End of Programme Day 1

DAY 2

8.45 AM	Registration of Participants
9.00 AM	Tough Negotiation Situations – Part 1
10.30 AM	Morning Tea Break
10.45 AM	Tough Negotiation Situations – Part 2
1.00 PM	Lunch
2.00 PM	Emotions in Negotiation
3.30 PM	Evening Tea Break
3.45 PM	Review, Question & Answers
5.00 PM	End of Programme Day 2



FMM INSTITUTE (475427-W)

EASTERN BRANCH

CENTER FOR PROFESSIONAL DEVELOPMENT



WEBINAR EFFECTIVE NEGOTIATION SKILLS FOR BETTER OUTCOMES

Nov 11-12, 2025 | 9:00AM - 5:00PM | Remote Online Training (Zoom)

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : FMM Institute Eastern
- MyCoID : 475427W_EASTERN
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100%** is a must, in any case, **employers will be billed in full.**

Please tick accordingly:

- Fees: ☐ **FMM Member: RM 864.00/pax**
(inclusive of 8% Service Tax)
- ☐ **Non Member: RM 972.00/pax**
(inclusive of 8% Service Tax)

Fees include course materials and Certificate of Attendance

CANCELLATION

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

ENQUIRIES & REGISTRATION

Ms Wan Hui/ Ms Elly

Email : wanhui@fmm.org.my/norelysya@fmm.org.my

Tel: 09-560 6554/5244

REGISTRATION FORM

Closing Date

Oct 31, 2025

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					
3.					

(Please attach a separate list if space is insufficient)

- ☐ We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- ☐ We will **NOT BE CLAIMING under training grant from HRD Corp.** Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____