Negotiation Skills for Customer Support Professionals Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s hyper-competitive business environment, exceptional customer support is not just about resolving queries it’s about creating value through strategic negotiation. Customer support professionals who master negotiation skills can enhance customer satisfaction, improve retention, and drive revenue growth. Negotiation Skills for Customer Support Professionals Training Course empowers support teams to navigate challenging interactions, handle objections with confidence, and convert conflicts into win-win outcomes. Participants will gain practical tools, frameworks, and real-world techniques to build trust, influence decision-making, and elevate the overall customer experience.

By integrating emotional intelligence, active listening, and persuasive communication, this course ensures that customer support professionals can negotiate effectively even in high-pressure situations. From understanding customer psychology to leveraging data-driven insights, learners will develop a proactive approach to problem-solving. With a combination of interactive exercises, role-playing scenarios, and case studies, participants will leave with actionable strategies that can be immediately applied to real-world customer interactions. This program is essential for organizations seeking to enhance customer loyalty, reduce churn, and foster a culture of collaborative success.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Master effective negotiation techniques for customer interactions.
2. Develop active listening skills to identify customer needs and priorities.
3. Enhance emotional intelligence to manage high-pressure situations.
4. Learn strategies for conflict resolution and objection handling.
5. Build rapport and trust with diverse customer profiles.
6. Apply win-win negotiation frameworks for mutually beneficial outcomes.
7. Leverage data-driven insights to influence decision-making.
8. Strengthen persuasive communication and storytelling techniques.
9. Manage difficult conversations with confidence and professionalism.
10. Increase customer satisfaction and loyalty through negotiation mastery.
11. Implement cross-functional collaboration for escalated issues.
12. Analyze and adapt to behavioral and psychological cues in negotiations.
13. Develop a continuous improvement mindset in negotiation performance.

Target Audience

1. Customer support executives
2. Client service managers
3. Technical support specialists
4. Call center agents
5. Customer success managers
6. Sales support professionals
7. Helpdesk coordinators
8. Team leads in customer-facing roles

Course Modules

Module 1: Fundamentals of Negotiation in Customer Support

- Understanding negotiation in customer service contexts
- Key principles of successful negotiation
- Identifying common customer pain points

- Differentiating between win-win and win-lose outcomes
- Case study: Turning a frustrated customer into a loyal advocate

Module 2: Active Listening & Communication Skills

- Techniques for active listening
- Asking open-ended questions
- Clarifying and summarizing customer concerns
- Effective verbal and non-verbal communication
- Case study: Resolving escalations using empathetic listening

Module 3: Emotional Intelligence & Stress Management

- Understanding self-awareness and self-regulation
- Managing emotions under pressure
- Recognizing and responding to customer emotions
- Building resilience in high-stress scenarios
- Case study: De-escalating an angry customer call

Module 4: Persuasive Techniques for Support Professionals

- Principles of influence and persuasion
- Structuring messages for clarity and impact
- Using storytelling to communicate solutions
- Leveraging credibility and authority
- Case study: Convincing a hesitant client to adopt a solution

Module 5: Objection Handling & Conflict Resolution

- Common objections and how to overcome them
- Frameworks for conflict resolution
- Maintaining professionalism during disputes
- Negotiating terms without compromising brand integrity
- Case study: Transforming a service complaint into a satisfied client

Module 6: Win-Win Negotiation Strategies

- Identifying mutual gains
- Creating value for both parties
- Collaborative problem-solving techniques
- Balancing customer needs with organizational goals
- Case study: Negotiating additional services without extra cost

Module 7: Leveraging Data & Analytics in Negotiations

- Using CRM and support data to inform negotiation
- Identifying patterns in customer behavior
- Personalizing solutions based on insights
- Predicting potential objections using data
- Case study: Using data to resolve recurring support issues

Module 8: Continuous Improvement & Advanced Techniques

- Reflecting on negotiation outcomes
- Identifying areas for skill enhancement
- Learning from successful and failed interactions
- Advanced strategies for complex negotiations
- Case study: Implementing iterative improvements to support processes

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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