



*Training Course:
Leading with Excellence*

*16 - 27 November 2026
Milan (Italy)*

Training Course: Leading with Excellence

Training Course code: LS1059 From: 16 - 27 November 2026 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

Introduction

The environment of current competitive business requires an increased focus on skills in negotiating and communication for building alliances, and new processes such as planning and organizing work tasks to improve productivity. Additional skills such as delegating to empower staff to higher performance and change management also help today's modern leader create success.

Negotiation is inevitably at the heart of every process to achieve what you want or need to build an alliance or work with consultants or suppliers. At the end of each negotiation, the goal is to seek a win-win agreement. Negotiation, Persuasion and Critical Thinking are the skills covered in module one of this program.

Businesses and indeed, all organizations, find themselves needing more productive methods of planning, more appropriate goals and effective means of accomplishing work. A focus on using productive best practices allows for effective and efficient management of work and making changes in the organization. Planning and Organizing Work, and Delegating to build a strong team are the skills learned in module 2 of this program:

Module 1 - Effective Negotiation, Persuasion & Critical Thinking

Module 2 - Successful Planning, Organising & Delegating

Objectives

- Recognize aims for key alliances - how to develop and manage them
- Develop an effective plan and strategy for negotiations with allies
- Practice and develop skills for influencing others - especially those who are vital to your long-term business development strategy
- Gain confidence as a trusted negotiator who knows which behaviors to adopt for each stage of the negotiation
- Successfully apply the principles of persuasion to key negotiation situations
- Recognize internal and external influences on our daily planning
- Understand and develop skills necessary to complete work on time
- Learn how to organize work and projects to complete them successfully
- Understand the characteristics of colleagues who do work in our teams
- Develop positive interpersonal techniques for better team relationships

- Practice and develop skills for influencing others
- Gain confidence as a negotiator
- Know what behavior to adapt at each stage of the negotiation
- Recognize and counter the most common negotiating ploys

Target Audience

- **Senior Executives and Directors**
Leaders responsible for building alliances, negotiating strategic partnerships, and driving organizational success.
- **Middle and Senior Managers**
Managers who need to negotiate with partners, delegate tasks, and implement effective planning strategies.
- **HR and Organizational Development Professionals**
HR leaders working on talent management, team empowerment, and leadership development.
- **Project and Program Managers**
Managers tasked with handling large projects, ensuring planning, delegation, and collaboration across teams.
- **Business Consultants and Coaches**
Consultants assisting organizations in refining their negotiation, planning, and team leadership processes.
- **Entrepreneurs and Business Owners**
Entrepreneurs seeking to develop negotiation skills and delegate tasks effectively to improve business operations.
- **Aspiring Leaders and High-Potential Employees**
Professionals preparing for leadership roles who need to strengthen their negotiation, persuasion, and planning abilities.

Outlines

Module 1: Effective Negotiation, Persuasion & Critical Thinking

Day 1: Developing Alliances

- Characteristics of a strategic alliance - effects of market dominance
- Culture and perception - and effects in building alliances
- Building trust through communication and achieving results for the alliance bearing in mind its "life cycle"
- Personality - strengths & weaknesses in negotiations
- Minimizing communication blockers to maintain relationships
- Development review and action planning

Day 2: Influence & persuasion skills in managing the alliance

- Challenges of meetings - group and individual strategies
- The positive influence of listening in challenging situations - good and bad news!
- Applying rules of influential presentations to maximize the impact
- Maintaining compatible body language & using logic, credibility, and passion
- Feedback and action planning

Day 3: Strategy in negotiation skills for partners and allies

- Steps in win/win negotiation
- The keys to collaborative bargaining in partnering
- Leverage: What it is and how to use it
- Negotiation tactics and ploys
- Dealing with difficult negotiators and barriers
- Ethics in negotiation

Day 4: Higher-level negotiation skills for challenging situations

- Listening and responding to signals and informal information
- Recovering from reversals, errors, and challenges
- Developing a climate of trust
- Higher-level conversation techniques
- Concentrating action on the needs of alliance partners

Day 5: Maintaining alliances: critical thinking for decision making

- Gaining control and using information - formal and informal
- Identifying sources and testing assumptions
- Framing the problem
- Decision making under pressure
- Reviewing strategic alliances and building a personal action

Module 2: Successful Planning, Organising & Delegating

Day 6: Creating an Attitude to Change How We Plan and Organize Work

- Course purpose, goals and objectives
- New systems & strategic thinking
- Overview and context of organizational change and the impact on planning and organization
- Identifying a standard of excellence in the organization, team and personal work
- Review of management processes and skill areas
- Using a planning process to set goals and get projects started

Day 7: Importance of Planning Management

- Integrating goals, scope, work structure, and management planning
- Identifying initial resource requirements
- Identifying risk techniques that affect work assignments, priorities, and deadlines
- Communication that responds to who, what where, when, how, why
- Understanding the importance of quality planning in work assignments

Day 8: Delegation, Personal Organization, and Setting Priorities

- Understanding how people approach their work
- Planning for time management, scheduling and meeting deadlines
- Using proper delegation skills to empower staff
- Improving prioritizing of work and work tasks
- Planning for delegation responsibility and authority

Day 9: Planning Effectively with Your Team

- Identifying the skills required to obtain the help of others
- The importance of group skills to achieve team success
- The importance of interpersonal skills in making personal and team decisions

- Empowering the team through the development of interpersonal skills
- The importance of versatility in team relations

Day 10: Developing Personal and Team Change Plans

- Innovation and improvement for personal and team change
- Identification of change processes and human change
- Techniques to set personal and team change goals
- Dealing with people who do not want to change
- Developing an action plan for personal and team change

Registration form on the Training Course: Leading with Excellence

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