Soft Skills: Negotiation & Tax Authority Liaison Training Course

Professional Development Training Course Outline

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

Course Introduction

Effective negotiation and strategic liaison with tax authorities are crucial competencies for finance professionals, tax consultants, and organizational leaders. Soft Skills: Negotiation & Tax Authority Liaison Training Course emphasizes mastering advanced negotiation techniques, enhancing communication strategies, and fostering collaborative relationships with tax authorities. Participants will gain insights into dispute resolution, compliance management, and tactical influence, equipping them to navigate complex tax environments confidently. By integrating practical exercises, real-world case studies, and scenario-based learning, this training ensures participants translate theoretical knowledge into actionable skills.

Tax authority liaison requires a combination of emotional intelligence, persuasive communication, and comprehensive understanding of tax regulations. This course highlights the importance of ethical negotiation, stakeholder management, and proactive problem-solving to minimize organizational risk. Participants will develop a strong professional presence, build credibility, and learn how to manage sensitive tax-related discussions while maintaining compliance and achieving strategic objectives.

Programme Curriculum

Soft Skills: Negotiation & Tax Authority Liaison Training Course

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Course Objectives

1. Enhance negotiation skills for high-stakes tax discussions.
2. Develop effective communication strategies with tax authorities.
3. Learn stakeholder engagement and influence techniques.
4. Master conflict resolution in tax disputes.
5. Improve problem-solving capabilities in regulatory contexts.
6. Strengthen emotional intelligence for professional interactions.
7. Understand legal frameworks and compliance requirements.
8. Build trust and credibility with internal and external stakeholders.
9. Apply strategic planning in negotiation scenarios.
10. Learn to manage and resolve tax compliance challenges.
11. Improve decision-making under pressure.
12. Leverage collaborative approaches to complex tax issues.
13. Integrate case-based learning into organizational practice.

Organizational Benefits

- Reduced risk of tax compliance errors.
- Improved relationships with tax authorities.
- Enhanced negotiation outcomes.
- Increased organizational efficiency in tax matters.
- Higher employee confidence in regulatory interactions.
- Better stakeholder management and internal communication.
- Improved dispute resolution strategies.
- Increased credibility and professional reputation.
- Streamlined compliance processes.
- Stronger ethical and professional standards.

Target Audiences

- Tax professionals and consultants
- Finance managers and executives
- Internal auditors
- Legal and compliance officers
- Business development managers
- Corporate strategy professionals
- Government liaison officers
- Risk management professionals

Course Duration: 5 days

Course Modules

Module 1: Foundations of Negotiation

- Key principles of negotiation in tax contexts
- Understanding negotiation styles and strategies
- Preparation techniques for successful outcomes
- Emotional intelligence in negotiations
- Interactive negotiation exercise
- Case study: Resolving a multi-stakeholder tax dispute

Module 2: Tax Authority Liaison Fundamentals

- Overview of tax authority structures and processes
- Roles and responsibilities in tax communication
- Compliance requirements and reporting
- Relationship-building with regulators
- Practical exercise: Drafting official correspondence
- Case study: Successful liaison with a national tax office

Module 3: Strategic Communication Skills

- Effective verbal and non-verbal communication
- Active listening techniques
- Persuasion and influence strategies
- Handling difficult conversations
- Real-world communication roleplay
- Case study: Negotiating deferred tax payments

Module 4: Conflict Resolution & Problem Solving

- Identifying sources of conflict with tax authorities
- Conflict resolution frameworks
- Collaborative problem-solving techniques
- Scenario-based exercises
- Developing solutions under regulatory constraints
- Case study: Resolving a tax audit disagreement

Module 5: Advanced Negotiation Techniques

- BATNA (Best Alternative to a Negotiated Agreement)
- Leveraging concessions strategically
- Multi-party negotiation scenarios
- Negotiation ethics and integrity
- Simulation: High-stakes negotiation exercise
- Case study: Cross-border tax negotiation

Module 6: Legal & Compliance Awareness

- Tax laws and regulatory frameworks
- Compliance checklists and documentation
- Risk assessment and mitigation strategies
- Role of ethics in negotiations
- Legal scenario workshops
- Case study: Managing non-compliance risk

Module 7: Stakeholder Engagement & Influence

- Mapping internal and external stakeholders
- Relationship management techniques
- Persuasive communication for diverse audiences
- Building consensus across teams
- Workshop: Influencing decision-making under pressure
- Case study: Multi-departmental tax resolution

Module 8: Integration & Practical Application

- Synthesizing skills learned into practice
- Developing a personal negotiation action plan
- Peer review of negotiation scenarios
- Simulation of tax liaison meetings
- Reflective learning and feedback session
- Case study: Successful end-to-end tax negotiation

Training Methodology

- Interactive workshops and roleplays
- Case study analysis for practical insights
- Group discussions and peer learning
- Scenario-based exercises to simulate real-life situations
- Expert-led sessions on negotiation and compliance
- Personalized feedback and skill assessment

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

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com