Negotiating SaaS Deals: Price, Scope and Commitments

Public workshop · Live online

Tuesday 10 November 2026 · 09:30–14:30 GMT · 4 training hours

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Workshop focus

- **Explore the buyer's request**
- **Trade price, scope or timing**
- **Hold approval boundaries**
- **Confirm commitments**

Sales Negotiation

Practical people skills for tech teams

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Workshop overview

Rehearse the moment a buyer asks you to change price, scope or timing. Practise trading concessions, holding approval boundaries and confirming exactly what each side has agreed.

Workshop focus

- Explore the buyer's request
- Trade price, scope or timing
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- Confirm commitments

Workshop practice

In a group of up to four, you take turns practising situations agreed during your training needs analysis. A peer or your facilitator gives you feedback on what they saw and heard. You try the difficult part again.

Preparation and follow-up

Before the workshop

For a manager-sponsored place, we first ask your manager what they want the training to help you do. In a short, private training needs analysis (TNA), you tell us about your product or solution, the people you work with and a conversation or task you want to handle better. You and your facilitator agree what the group can use for practice.

Choose a negotiation you could safely rehearse. Identify the buyer's request, your priorities, what you may offer and what requires approval.

Bring · An anonymised request and shareable approval boundaries. Relative changes or percentages work if your company's actual prices are confidential.

After the workshop

Update your negotiation plan and write a recap of the exchange you practised. Use the feedback to refine your first response and conditional proposal. After your next negotiation, check your written recap against the commitments each side understood.

Your individual report assesses priorities, conditions and commitment clarity in the written work, alongside questioning, listening and proposal handling observed during role play. Your 30/60/90-day action plan sets 2 actions and review criteria.

Workshop agenda

09:30–10:00	**Respond to a request for a concession** A peer playing your buyer asks for a change to price, scope or timing from your brief. Give your opening response and set out what you can discuss. **Feedback** · The buyer tells you whether your answer kept the conversation open. The observer flags any commitment you made too soon.
10:00–10:45	**Find the priority behind the request** Ask what is driving the request and what the buyer could adjust in return. Check which parts of the offer each of you thinks are included. **Feedback** · The buyer identifies the question that surfaced their main priority and corrects any assumption about the scope.
10:45–11:30	**Make a conditional proposal** Lead a short negotiation. Reflect the buyer's priority, propose one trade within your authority and give them room to counter. **Feedback** · Peers repeat what each side would give and receive. Their wording shows where your condition was clear or open to interpretation.
11:30–12:30	**Lunch break** Optional 10-minute 1-to-1 video check-in with your facilitator to review feedback and focus your afternoon practice.
12:30–13:15	**Hold a boundary and offer a workable option** Respond to a request outside your authority. Explain which point needs approval and offer an option you can discuss now. **Feedback** · The buyer checks that the option meets their need. A peer acting as the approver checks what decision you are asking them to make.
13:15–14:00	**Handle a counteroffer and retry** Replay a difficult exchange from your first negotiation. Ask what has changed, test an alternative trade and state the revised conditions aloud. **Feedback** · Observers compare your two attempts for listening, clarity and concessions. The buyer checks whether the revised trade is worth considering.
14:00–14:30	**Confirm the agreement and the open points** Give the buyer a spoken recap, then write the short follow-up you would send. Specify the commitments, dependencies, owners and next approval. **Feedback** · The buyer and a peer acting as your colleague each restate the deal. Use any mismatch to tighten your recap before you take it back to work.

Free workshop resources

Before discussing price, use the checklist to decide what you can trade, what you need in return and what needs approval.

- SaaS Deal Negotiation checklist
- SaaS Negotiation e-learning

Browse all checklists