



Negotiating and Dispute Resolutions Training

Description

Introduction

This course intends to enhance delegates ability to negotiate effectively – a critical competency in both work and life situations. It will equip them with a range of communication, interpersonal skills, and appreciation of the elements of planning and objective setting in negotiations. There will be an opportunity for delegates to carry out a self-assessment of their skills in key areas of negotiation including team negotiations.

This course covers the key stages of negotiation, considers how disputes arise, and provides delegates with the skills to follow a structured process. The delegates will be introduced to different negotiation styles, tactics and at the same time learn how to recognise and counter them.

The course will feature:

- The key stages in the negotiation process
- The terms associated with the strategy for negotiation
- Tactics and ploys which may be used against you in negotiation
- The importance of team dynamics when negotiating
- Effective negotiation strategies during practical exercises

Objectives

- Demonstrate their understanding of the significance of planning and objective setting
- Describe how to achieve 'win-win' outcomes within the bargaining process
- Identify the causes of disagreements & disputes
- Understand the impact dispute may have on relationships over the long term
- Describe the use of strategies to resolve the causes of disputes

Content

Day One

Fundamentals of Negotiation

- Negotiation defined
- Disputes and the need for resolution
- Place of negotiation in the contractual resolution process
- Commercial impact of the breakdown of negotiations
- Best Alternative To a Negotiated Agreement (BATNA)
- The four phase process of negotiation

Day Two

The Negotiator's Toolbox

- Preparation
- Information needs
- Drafting your proposal which will open the discussion
- The negotiation discussion phase
- Bargain and Close
- Negotiating position setting

Day Three

Negotiating Styles, Tactics and Ploys

- Cultural & international issues
- Red, Purple & Blue negotiators
- Non-verbal communication and the interpretation of body language
- Make time your friend
- Silence and ploys as tactics and how to respond effectively

Day Four

Personal Fitness and Dealing with Difficult Negotiations

- Interests, positions and escalation
- Stakeholder power behind the interests in negotiation
- Negotiator as a Mediator
- Team negotiations
- Proposals and persuasion

Day Five

Putting it all into practice

- Negotiation case study
- Team allocation and simulation exercise
- Analysis of performance

- The Do's and Don'ts of Negotiating
- Improving what we do – action planning

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