

Strategic Leader - Planning, Negotiation & Conflict Management

استراتيجيات التخطيط والتفاوض وإدارة الاختلافات وحل المشاكل

28 Jan – 1 Feb 2018, Dubai

Introduction:

Conflict is an inevitable part of our lives but how we view it and how we deal with it can turn it from being an unpleasant experience into one where we learn and grow. This course will help you to understand how conflict can be positive and will introduce you to tools and techniques that will assist you to effectively deal with conflict situations.

Managing Conflicts is a training module that helps participants understand the causes of conflict and improve their ability to use a range of conflict management styles. Tools are provided and practiced for resolving conflict in a collaborative, win-win environment.

One of the most important tools is Negotiation; People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Program Objectives:

- Identify causes of conflict
- Describe how diversity and differences can be harnessed
- Demonstrate strategies that avoid escalation of conflict
- Demonstrate techniques to show empathy and rapport
- Problem solve quickly and effectively
- Handle customer complaints appropriately
- Negotiate a successful outcome
- Understand how often we all negotiate and the benefits of good negotiation skills.
- Recognize the importance of preparing for the negotiation process, regardless of the circumstances.
- Identify the various negotiation styles and their advantages and disadvantages.
- Develop strategies for dealing with tough or unfair tactics.
- Gain skill in developing alternatives and recognizing options.
- Have the opportunity to practice the “how to” of these skills in a supportive environment.
- Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.
- Understand all the tricks that other may use to weaken your position and close the loopholes in your strategy and approach (Physical, Mental, Legal, Psychological, Conscious & Unconscious approaches...)

Who should attend:

The training will be of value to directors, line managers; team leaders and supervisors who are or will be responsible of any negotiation positions, wither it is negotiating your salary, better prices from vendors, or contractual terms with a client.

It will also be of value to HR professionals, training officers, personnel staff and others who carry the responsibility for the design and implementation of such arrangements.

Simply it is a course for everyone, and a skill that is required for the success of any individual in any field and industry.

Program Outlines:

What is conflict?

- Causes of conflict
- Why people can seem difficult
- Differences, diversity and opportunity
- How to solve conflicts before they happen
- Solving Conflicts on the sub-conscious Level

Communication skills for conflict resolution

- Active listening
- Effective questioning
- Rapport building
- 3 perspectives
- Saying 'No'
- Assertive behavior
- Effective promising
- Case Study / Application Exercise

Win-win negotiating

- 10 tips for negotiating
- Aligning conflicting or competing outcomes
- Effective behavior for successful negotiating
- Case Study / Application Exercise

What is Negotiation?

- Defining Negotiation
- Types of Negotiation
- Positional Bargaining
- Principled Negotiating
- Phases of Negotiation

The Successful Negotiator

- Key Attributes
- Case Study / Application Exercise

Preparing for Negotiation

- Getting Started
- Fear
- Personal Preparation
- Researching Your Side
- Case Study / Application Exercise
- Researching the Other Side

The Nuts and Bolts

- Documentation
- Setting the Time and Place
- Case Study / Application Exercise

Making the Right Impression

- First Impressions
- The Handshake
- Dress for Success
- The Skill of Making Small Talk

Getting off to a Good Start

- Common Ground
- Ground Rules
- Case Study / Application Exercise
- Exchanging Information
- The Bargaining Stage

Inventing Options for Mutual Gain

- The Four Obstacles
- Overcoming the Obstacles
- Case Study / Application Exercise

Getting Past No and Getting to Yes

- Getting Past No
- Breaking the Impasse
- Getting to Yes
- Dealing with Negative Emotions
- Case Study / Application Exercise

Moving from Bargaining to Closing

- Knowing When to Close
- Formal vs. Informal Agreements

The Closing Process

- Win-Win Solutions
- Building a Sustainable Agreement
- Getting Consensus

Tips and Tricks to overcome loopholes in your strategies:

- Physical
- Mental
- Psychological
- Behavioral
- Verbal and non-verbal communication
- Legal
- Conscious
- Unconscious
- Hypnotherapy techniques
- NLP techniques

Handling customer complaints

- Turn complaint into compliment
- Establishing the issue
- Determining a course of action
- Following up
- Case Study / Application Exercise

Training Method

- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Self-test and group activities
- Each participant receives a binder containing a copy of the presentation slides and handouts

Program Support:

This program is supported by interactive discussions, role play, case studies and to highlight the techniques available to the participants.

<u>Course Fee :</u>	US\$ 2,950
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