

Negotiation trainings

A brief description of different trainings available for negotiators.

Mutual Gains Negotiation

Offers practical tools and skills based on techniques pioneered at the Harvard Program on Negotiation. The goals are that participants will be able to:

- make better conscious choices of negotiation strategy
- create greater value in negotiations with counterparts inside and outside the company
- build more productive relationships with customers, suppliers and other counterparts
- manage challenging negotiations with difficult people.

Learnings include identifying and developing BATNA; focussing on interests, not positions; creating options for mutual gain; insisting on external standards to support their claims; and separating the people from the problem. This interactive workshop combines theory with practical exercises, negotiation cases and role-plays.

Team Negotiations

Offers skills to realise the benefits of negotiating as a team through structured preparation and collaboration. Participants learn to:

- decide when working as a team can be particularly beneficial
- plan efficiently for team negotiations
- lead and participate powerfully in face-to-face team negotiations
- utilise optimally the team's resources
- use negotiation as an opportunity for individual and collective learning.

The programme is based on research conducted at the Johnson Graduate School of Management at Cornell University, USA. This interactive workshop combines exercises, simulations, negotiation role-plays and personal analysis.

Negotiating Across Cultural Differences

Offers practical tools, skill-building experiences and learnings to apply when negotiating deals, solving conflicts and making decisions in intercultural situations. Using concepts pioneered by cross-culture researchers Gert Hofstede and Fons Trompenaars, the programme helps participants:

- become more aware of their own culture (How do others see me?)
- understand and respect why different cultures think and behave differently
- understand how these differences may affect negotiation
- deal with the problems and use the opportunities resulting from cultural differences.

This interactive workshop combines theoretical inputs with practical exercises, negotiation cases and role-plays.

Assertive Communication Skills for Negotiators

Enables negotiators to communicate credibly, confidently and clearly. Participants develop their speaking and presentation skills in order to get their messages across firmly, strongly and effectively at different stages of the negotiation process. They will learn to:

- remain calm and controlled even in tense situations
- use both verbal and non-verbal communication skills for maximum impact
- structure messages based on rhetorical principles
- develop their credibility.

The workshop combines theoretical inputs with practical exercises and simulated presentations (some video-recorded). Participants get detailed feedback on their strengths and weaknesses in oral communication.

The Power of Persuasion

Highlights the mechanisms and principles of persuasion and influence. Enables negotiators to understand and apply a battery of powerful rhetorical tools in order to:

- change the other party's attitude and/or behaviour
- change their perception of the issue and/or of the negotiating parties
- convince them to do, believe or feel what they want them to.

The principles and tools are based on modern research studies as well as on the principles of classical rhetoric. Participants learn what causes people to yield to or resist persuasion, when persuasion techniques will and will not work, and which are the most effective tools to use in specific negotiation situations. This interactive workshop combines group discussions, exercises, video analysis and negotiation simulations.