

Problem solving, Conflict management, Successful Negotiations

"Conflict is a form of interaction among parties that differ in interest, perceptions, and preferences"

(Osland, J.S., Kolb, D. A., & Rubin, I. M., 2001)

It is estimated that as much as 40% of a manager's time is spent dealing with conflict. Conflict is costly to organizations in other ways as well. For example, poorly managed conflict often increases turnover, with replacement costs between 75% and 150% of the annual salary for each position. This course offers techniques and approaches to enhance conflict and negotiation management skills and lower the cost of conflict for individuals and organizations.

Method and Approach

This program will involve the use of slides, handout material, work manual with all instructor notes and slides, examples of best practice and appropriate video material. The use of flip-charts, syndicate workshops and reporting back sessions will encourage a fully participative and enjoyable event.

Day 1:

Increasing Self-awareness: Predictive Index and Self-Management

The session will focus on presenting and working with tools and strategies related to enhancing the capacity to self-awareness and aims to equip participants with tools to handle stress and pressure in the workplace as well as understanding of the psychology of successful negotiation – Applying Motivation Best Practices.

The session will center on motivating the individual to control and focus their emotions towards the most beneficial outcome. It also emphasizes the importance of negotiation as a type of conflict resolution; introduce methodology to communicate with others effectively; learn to recognize different behaviors and respond to them accordingly; understand and practice conflict management techniques. These tools and strategies will be organized according to the Predictive Index instrument (PI).

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Day 2:

En-chasing Capacity to Manage Conflict by Using Principled Negotiation

The session will focus on presenting and working with tools and strategies related to enhancing the capacity to manage conflict by using principled negotiation.

The session will center on conflict management and resolution (e.g. what is conflict? reasons for workplace conflict; ineffective approaches to conflict resolution; conflict management strategies; techniques for resolving conflicts successfully; how to handle different conflict areas? Active listening for conflict resolution, etc.).

It also emphasizes the importance of the psychology of successful negotiation (e.g. assessing the communication profile of negotiating parties; the impact of beliefs and values; etc.) and awareness about the negotiation environment (e.g. the impact of culture on effective negotiation; the range of negotiation styles and practices; managing an effective negotiation environment; differentiating win-win from win-loose; defining a wise agreement).

In addition we will cover issues such as:

Dealing with Tough Negotiations – Common Tough Tactics (e.g. intimidation, games and tactics; countering moves of classic manipulators, etc.).

Dealing with Tough Negotiations – Principled Responses to Tough Tactics (e.g. negotiation tactics for effective outcomes; Revealing unprincipled moves and motivations; Countering the win/lose mind set, etc.).

Powering Up Principled Negotiation – What is Principled Negotiation? (e.g. elements of principled negotiation; the 5-step negotiation process model; payoffs of principled negotiation; etc.).

Powering Up Principled Negotiation – Standards for Principled Negotiation (e.g. baseline negotiation standards; building a wise agreement; efficient and ethical; negotiation approaches, etc.) and Managing the Negotiation – Conducting a Principled Negotiation (e.g. recognizing hidden agendas; making the most of start and stop signals; knowing when to Agree, Bargain, Control or Delay (ABCD); sustaining positive momentum, etc.)



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Day 3:

Practicing Negotiation and Setting the Stage for Successful Result

In this session we will focus on practicing negotiation and planning wise negotiation outcomes. The session will center on practicing skills and developing own natural negotiation style.

Planning Wise Negotiation Outcomes – The Components of a Negotiation Plan
(e.g. structuring positional analysis with the Johari window; clarifying potential outcomes; leveraging the power of BATNA/MSP, etc.)

Planning Wise Negotiation Outcomes – Setting the Stage for Successful Result
(e.g. successful negotiation planning; balancing plan components; crafting a negotiation plan; logistics for successful outcomes; anticipating logistical power plays; etc.)

- **Applying Skills–My Own Negotiation Style**

Duration:
2.5 days