

Course Name: Negotiating & Dispute Resolutions

Reference Code: Projec108

About the course:

This training course covers the key stages of negotiation, considers how disputes arise, and provides delegates with the skills to follow a structured process to achieve results. The delegates will be introduced to different negotiation styles, tactics and at the same time learn how to recognise and counter them effectively and Develop Key Skills to Maximise Potential and Create Workable Solutions

Course Objective:

- Demonstrate their understanding of the significance of planning and objective setting
- Understand how to use interpersonal skills effectively during a negotiation
- Describe how to achieve 'win-win' outcomes within the bargaining process
- Identify the causes of disagreements & disputes and prevent escalation
- Describe the use of strategies to resolve the causes of disputes

Who Should attend?.

- 1- Company representatives who are engaged in national and international negotiations
- 2- Departmental heads with the responsibility to drive change through collaboration
- 3- Those who have a current or planned negotiation with internal as well as external "suppliers or customers"
- 4- Delegates with experience of negotiating but want to improve their results.

Kingdom of Saudi Arabia

101 Business Tower, 8th Floor
Al Jubail 35513, Bldg# 9278 ,KSA
Tel.: +966 13 361 5552

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Khobar Gate Tower
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Tel.: 00966133308334

Course Methodology:

This training course is designed to be a hands-on, stimulating experience. The training course is highly interactive with many discussion and practice sessions.

- ☐ Relevant computer simulations and videos .
- ☐ Copies of all presentation material.
- ☐ Variety of Learning Methods.
- ☐ Pre-test and final test.
- ☐ Case Study
- ☐ Training Groups.
- ☐ Presentation.
- ☐ Lectures

Course Outline:

Day One: Finding a Collaborative Position When Aiming for Agreement

- The basis of a negotiated settlement
- Disputes and the need for resolution
- The place of negotiation in the contractual resolution process
- Distributive and integrative approach to negotiations
- Emotion, understanding and perceptions
- Ethics and the impact on the negotiation process

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Day Two: Strategic Approaches to Negotiating Required Outcomes

- Preparation and goal setting to maintain focus
- The key stages in planning a negotiation
- Information needs and sources of negotiation power
- Taking positions during the negotiation process
- Drafting your proposal which will open the discussion
- The discussion and importance of timing when closing deals

Day Three: Negotiation Relationships and Team Dynamics

- Non-verbal communication and the interpretation of body language
- Communication skill models used in negotiation
- Proposals, influence and persuasion
- Establishing commitment
- Building the negotiating team
- Managing multi-party negotiations

Day Four: The Impact of Culture on the Negotiation Process

- Interests, positions and escalation
- Why are international negotiations different?
- The influence of cultural on negotiation
- Stakeholder power behind the interests in negotiation
- Ploys and tactics and how to respond effectively
- Negotiation best practice

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Day Five: Resolving Differences and Difficult Situations

- The negotiator as a mediator in the process
- Handling difficult negotiators
- Negotiation case study
- Team allocation and simulation exercise
- The Do's and Don'ts of Negotiating
- Improving what we do - action planning

Time: 08:00 AM -03:00 PM **Numbers of hours:** 35 Hours

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