Introduction

The capability to negotiate efficiently and effectively is a cornerstone of both professional and personal environments. This course aims to enhance your negotiation skills while also exploring the intricacies of dispute resolution mechanisms.

Negotiations play a critical role in various contexts, from team collaborations and human resource management to supplier and customer relationships. It’s important to understand the potential for conflicts and disputes in these situations. The course offers a comprehensive overview of negotiation styles, dispute resolution strategies, and conflict management techniques, ensuring participants are equipped to navigate challenging situations.

The course will cover key stages of negotiation, explore how disputes arise, and provide participants with a practical toolbox of skills for a structured negotiation process. You will be introduced to different negotiation styles and tactics, with opportunities for self-assessment across the entire negotiation spectrum. Additionally, we will explore how negotiating individually differs from negotiating as part of a team.

Targeted Groups

This course is designed for:

- **Managers, Supervisors, and Team Leaders**
- **Human Resource Professionals**
- **Staff across all departments and managerial levels**

Course Objectives

By the end of this course on **Alternative Dispute Resolution** and **Negotiation Skills**, participants will be able to:

- Comprehend the different **phases of negotiation**.
- Recognize the importance of meticulous **planning** and **objective setting** for successful outcomes.
- Achieve **win-win scenarios** during the bargaining phase.
- Engage in negotiation and conflict management with confidence.
- Ascertain the root causes of **disagreements and disputes**.
- Recognize the long-term impacts of unresolved disputes on both professional and personal relationships.
- Utilize effective **dispute resolution strategies** rather than merely addressing symptoms.
- Exercise **sensitivity** and **awareness** in conflict-prone situations.

Targeted Competencies

Participants will develop the following competencies:

- Understanding the four phases of the negotiation process: **Preparation, Discussion, Proposal, Bargaining**, and **Closure**.
- **Advanced negotiation** training.
- **Negotiation skills** and the ability to recognize various **negotiation styles**.
- **Executive education** in **conflict management**.
- Effective **communication** skills, including awareness of **non-verbal cues** and **body language**.

Course Content

Unit 1: Fundamentals of Negotiation

- Definition of **negotiation** and its importance in dispute resolution.
- The role of negotiation in **contractual agreements** and **commercial impacts** of failed negotiations.
- **Best Alternative To a Negotiated Agreement (BATNA)**.
- The four-phase **negotiation process**:
  - **Preparation**
  - **Discussion**
  - **Proposal**
  - **Bargaining & Closure**

Unit 2: The Negotiator’s Toolbox

- **Preparation**:
  - Establishing **negotiating positions**.
  - Importance of **prioritization**, **entry**, and **exit points**.
  - **Information gathering** and team negotiation roles.
- **Discussion**:
  - Creating a conducive environment.
  - **Relationship building strategies** and techniques for **information acquisition**.
  - Different forms of questions: **open, closed, and comparative**.
- **Proposal**:
  - **Conditional** and **unconditional proposals**.
  - Utilizing **degrees of freedom** in negotiation.
  - **Executive negotiation training tips**.
- **Bargaining & Closure**:
  - **Trading strategies** and **concession management**.
  - Recording outcomes for future reference.

Unit 3: Negotiating Styles, Tactics, and Ploys

- Addressing **cultural** and **international** considerations in negotiations.
- Different types of negotiators: **Red**, **Purple**, **Blue**.
- **Non-verbal communication** techniques:
  - Interpretation of signals (e.g., **arms, legs, and eyes**).
  - The power of a **handshake**.
  - Understanding **spatial zones** and **spatial awareness**.
- **Silence** as a tactic and how to counter it.
- Countering **ploys** and **power plays** in negotiations.

Unit 4: Personal Fitness and Dealing with Difficult Negotiations

- Distinguishing between **interests** and **positions**.
- Tactics like **push/pull** and **good guy/bad guy**.
- Negotiator as a **mediator**.
- Team negotiations and **conflict negotiation training**.
- **Persuasion** and **proposal strategies**.
- Self-assessment for **personal skill fitness**.

Unit 5: Putting it All Into Practice

- Engage in **negotiation case studies** and **alternate dispute resolution** exercises.
- Team allocations for **simulation exercises**.
- Performance metrics analysis and **action planning** for continuous improvement.
- **Dos and Don’ts** of effective negotiating.

Alternative Dispute Resolution Mechanisms

In today’s complex business world, understanding **alternative dispute resolution (ADR)** mechanisms is crucial for minimizing conflict and reaching amicable agreements. ADR mechanisms provide structured, non-litigious methods to resolve disputes effectively. This course delves into various ADR strategies, equipping participants with skills that extend beyond traditional negotiations. These strategies foster **collaborative solutions**, promoting peaceful and efficient outcomes in both personal and professional settings.

By completing this course, participants will earn a valuable **executive certificate** in **conflict management** and gain a 360-degree view of negotiation and dispute resolution.