



# 5 Day Certificate in Negotiation and Conflict Management in Organisations



Influence Empower Success

# INTRODUCTION TO ASPIRE

Aspire Consulting and Training Ltd is committed to providing results driven and innovative learning solutions adding true value to all customers to support their growth in people, processes and performance.

Aspire specialises in global consulting and learning, working with multi-national organisations and government departments across the world. We have a reputation for providing high quality bespoke and accredited programmes for our customers to support their leadership teams, strategic thinking and wide range of learning and development programmes to ensure their people are at the forefront of their sectors.

Aspire is a trusted partner to many leading organisations both in the UK and internationally. our focus on ensuring your organisation understands the return on investment it should achieve from the programmes we deliver is paramount to the success of our future relationships with all our customers.

Our unique approach to designing bespoke learning and development solutions for our customers enables us to design, in conjunction with experts in that field, a truly tailored solution that maximises your return on investment. We believe that 'one size fits no one' when designing impactful courses that are focussed on changing the behaviours of individuals to impact on business results/performance.

We deliver a vast number of training programmes with a small selection below to offer a flavour of what we do:

- Becoming Management Material
- Strategic Leadership
- The Art of Influence and Negotiation
- Sales, Marketing and Branding
- Improving the Customer Experience
- Developing a Strategic Business
- Digital Business
- Lean Process Improvement
- Project Management
- Crisis and Risk Management

Below are several organisations we are currently or have supported with their development:

- The Environment Agency
- UNICEF
- Ministry of Transport Vietnam
- Jaguar Land Rover
- Total Cambodia
- Maybank
- Exxon Mobile
- Ministry of Education Oman
- Western Digital
- Malaysian Airways

Our experience and knowledge of different industry sectors offers us a unique position when working with our clients, as we can explore the true heart of the business and build our relationship, your people and your business in a dynamic and proactive way.

# PURPOSE OF THE PROGRAM

One thing that makes highly effective individuals different from everyone else is their ability to think, plan and act strategically when they negotiate and manage conflict. Indeed, strategic management and leadership best practice consistently identifies highly effective negotiation and conflict management skills as crucial for both personal and organisational high performance and success.

This hands-on training course on Negotiation & Conflict Management in Organisations provides an insightful and illuminating strategic analysis of negotiation and then details highly effective practical negotiation and conflict management strategies and tactics that drive successful outcomes. Delegates will leave this training course with a richer and deeper understanding of the way they negotiate and manage conflict and will have significantly improved their practical ability to control and add value through the negotiation and conflict management processes across a range of scenarios and contexts.

Not only do these skills potentially lead to significantly better deals and commercial agreements, they also enable teams to be managed better, allow more constructive interactions with customers, clients and colleagues, and help manage dealings with others even when they are difficult or aggressive negotiators.

## In this ASPIRE training course you will:

- Gain valuable insight into your own natural negotiation and conflict management style
- Acquire a comprehensive understanding of negotiation and conflict management through a detailed analysis of the processes
- Learn to formulate an effective negotiation strategy in a range of contexts and scenarios
- Learn how to apply highly effective practical negotiation strategies and tactics in a range of situations
- Enhance your ability to deal with difficult people and add value through the negotiation and conflict management processes
- Build on your existing experience and skill to become highly effective negotiators and conflict managers

# ABOUT THE PROGRAM

## ORGANISATIONAL IMPACT

- Help builds organisational capacity to tackle negotiations and disputes in a collaborative and constructive manner
- Better advancement and attainment of core organisational interests through more effective and constructive interactions with stakeholders
- Improved management and leadership skills through enhanced ability to influence others and create a constructive and collaborative problem solving environment
- Enhanced ability to influence and attain outcomes that meet or exceeding organisational goals
- Develop confidence to manage difficult situations effectively to protect key organisational relationships whilst maximising negotiated outcomes

## PERSONAL IMPACT

By the end of this training course you will have built upon previous experience to become a more confident and skilled negotiator and will be better equipped to deal with conflict in a more constructive and controlled way.

### By the end you will:

- Understand what differentiates skilled negotiators from less skilled negotiators and apply this learning to yourself
- Have learned how to understand and build upon your personal negotiating strengths and manage your weaknesses
- Have the ability to exert greater control over the negotiation process
- Have enhanced your own confidence to successfully engage in any negotiation or conflict situation
- Have the confidence to deal effectively with difficult people in a range of different scenarios
- Have enhanced vital leadership, management and personal skills that will impact on performance across all aspects of your professional life

# ABOUT THE PROGRAM

## Learning Objectives

The aim of this training course is to develop and enhance your practical skills that will allow you to:

- Adapt your negotiation and conflict management skills building on your own personal strengths and weaknesses
- Control the negotiation process more effectively by developing an in-depth understand of the key elements of the process
- Improve your confidence to better deal with difficult negotiators and achieve collaborative value adding results
- Expand your range of available negotiating strategies and tactics and your ability to use them effectively
- Plan easily and effectively for every negotiation using a highly effective strategic preparation template
- Mediate your own disputes and negotiations and become a more skilled and effective negotiator and conflict manager

## Training Methodology

This highly interactive Aspire training course will involve active participation by all participants through a combination of direct instruction, analysis and evaluation of practical case studies, examples and exercises as well as discussions of current issues, policies, procedures and other “real life” issues arising within the participants’ respective organisations.

# 5 DAY COURSE OUTLINE

## Day 1

### Breaking Down the Negotiation Process

- The Fundamental Requirements of Negotiation
- Power Dispersal and the Development of Negotiation Theory
- Causes of Organisational Conflict
- Conflict Escalation and Steps to Prevent It
- Managing Conflict – *The Five Primary Strategies*
- The Dichotomy of Negotiation – *Competing and Cooperating*
- Gaining Personal Insight - *Negotiation Style Assessment*
- Negotiation as a Mixed Motive Process

## Day 4

### Communicating to Maximise Negotiation Effectiveness

- Communication Style – *Packaging Information for Maximum Influence*
- Active Listening Skills in Negotiation
- Communicating through Body Language
- Interpreting Body Language and Nonverbal Behaviour
- Communicating within Negotiation Teams
- Improving Negotiation Team Performance
- Ethics and Negotiation

## Day 2

### Implementing Practical Negotiation Strategies

- Effective Practical Negotiation Strategies
- Competitive Value Claiming Negotiation Strategies – *Cutting the Pie*
- BATNA, Reserve Point, Target Point
- Opening Offers, Anchors, Concessions
- Cooperative Value Creating Negotiation Strategies – *Baking a Bigger Pie*
- Identify Interests, Information, Diagnostic Questions & Unbundling Issues
- Package Deals, Multiple Offers and Post-settlement Settlements
- Categorising Negotiation Outcomes

## Day 5

### International and Cross Cultural Complexities

- What is culture and how does it affect negotiating norms?
- Hofstede's Cultural Dimensions
- Advice for Cross Cultural Negotiations
- Unique Features of International Agreements
- Building a Deal – *What to Remember?*
- Applying Learning to a Range of Organisational Situations
- Summary – *Building a Better Negotiating Organisation*

## Day 3

### Preparation Templates, Sources of Power & Key Mediation Techniques

- Preparation Template - *Planning to Negotiate*
- Internal & External Preparation, Synthesis and Situation Assessment
- Identifying and Leveraging Negotiating Power
- Mediation in Context – *Negotiation, Mediation, Arbitration and Litigation*
- Mediation as a Facilitated Negotiation
- Practical Mediation Techniques to Resolve Disputes
- Dealing with Confrontational Negotiators



# PRICING AND DELIVERY

## Our programs

### Delivered :

- London – UK
- New York - USA
- Kuala Lumpur – Malaysia
- Ho Chi Minh City - Vietnam
- Bangkok – Thailand

### Times

**Start** 09.00

**Finish** 17.00

5 Day program is 40 learning hours

## 5 Day Program per person

GBP £ 3995.00

USD \$ 5195.00

- Non-residential cost
- Includes certification from AIPLD on final day
- Does not include hotel, flights and expenses
- Payment to made prior to training
- Each course will have a maximum of 15 delegates

# WHY CHOOSE US?

Some ideas come and go and some change things forever. At **Aspire**, we've incorporated the best development techniques into our training so that your people not only come away with specific skills and action plans, but often see things in a different way.

Each of our training programmes set the stage for a game-changing conversation between your people and their managers. Whether they are coming to grips with sweeping changes in the organisation or grappling with the flood of young workers, our programmes give everyone a new point of view that helps and engage like never before.





## CONTACT US

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We are fortunate to work with many different types of organisations around the world, working with many blue-chip company's and Ministerial Departments such as Education, Transport and Health in the UK, Oman, Thailand and Vietnam.

We work within manufacturing, retail travel, hospitality, finance and so many more.

So, we understand our clients needs.

