

Negotiating and Dispute Resolution Course

Training Date: 22 – 26 April, 2012
Training Venue: Holiday Villa Doha, Qatar

Training Time: 7.30 am – 2.30 pm
Training Fee: USD 2,500 Per Delegate

COURSE OVERVIEW

The ability to be able to negotiate effectively is a critical competency in both work and life situations. An effective negotiator will draw upon a range of communication and interpersonal skills as well as focusing on issues of the process, planning and objective setting. Typically, negotiations occur at both the individual and team level internally within peer groups and with employees as well as externally with suppliers and customers. Closely associated with the negotiation process is the possibility of disagreement and dispute conflict; so it is appropriate to consider how best to reduce the risk of disputes and how to resolve them if they do occur.

This course will cover the key stages of negotiation, consider how disputes arise and provide the delegates with an effective toolbox of skills to enable them to follow a structured process. The delegates will be introduced to different negotiation styles and tactics and learn how to recognise and counter them. There will be an opportunity for delegates to carry out a self assessment of their own skills over the whole range of the negotiation topic and they will consider the differences between negotiating individually or as part of a team. The programme culminates in a realistic dispute resolution case study and the delegates are encouraged to reach an agreement before the forces of law intervene in the dispute.

TRAINING METHODOLOGY

The training is tutor led through highly interactive discussion groups, syndicate exercises, easily understood case studies and role playing in a realistic dispute resolution scenario. A formal framework is built around the delegate's current knowledge and they are encouraged to re-discover and share their knowledge and experiences. Delegates are encouraged to develop both their short and long term memories to increase the value for money provided for the employer.

COURSE OUTCOMES

On completion of the course, participants will be able to:

- ⊕ Understand the different phases of the negotiation process
- ⊕ Recognise the significance of planning and objective setting
- ⊕ Achieve "win-win" outcomes within the bargaining process
- ⊕ Engage in negotiations with confidence
- ⊕ Identify the causes of disagreements & disputes
- ⊕ Understand the significance of disputes and the long term impact they can have on relationships
- ⊕ Identify and use strategies to resolve the causes of disputes, rather than deal with symptoms
- ⊕ Be sensitive to situations and issues likely to result in disputes
- ⊕ Have confidence in confronting and managing disputes
- ⊕ An overall objective is to create a supportive learning environment where participants are able to practice newly developed skills. The creation of an enjoyable learning environment will facilitate the realisation of the course objectives

PARTICIPANT PROFILE

This module will be best suited to those who have a fundamental ability in negotiating but want to increase their formal knowledge and enhance their practical skills.

The course is aimed at staff at all levels and is applicable to staff from a wide range of business disciplines including engineering, design, project management, production, finance, sales & marketing, business development, purchasing, procurement, commercial and general management.

Those who will benefit most will have a current or planned interface with internal "suppliers or customers" or external suppliers or customers through which contracts are negotiated.

COURSE AGENDA

Day 1 – Programme Introduction

- ⊕ Fundamentals of Negotiation
- ⊕ Negotiation defined
- ⊕ Disputes and the need for resolution
- ⊕ Place of negotiation in the contractual resolution process
- ⊕ Commercial impact of the breakdown of negotiations
- ⊕ Best Alternative To a Negotiated Agreement (BATNA)
 - The four phase process of negotiation
 - Preparation
 - Discussion
 - Proposal
 - Bargain & Close

Day 2 – The Negotiator's Toolbox

- ⊕ Preparation
 - Preparation
 - Negotiating position setting
 - Prioritisation
 - Entry & exit points
 - Information needs
 - Team negotiation - roles
- ⊕ Discussion
 - Conducive environment
 - Relationship building
 - Information acquisition
 - Forms of questions - open, closed, comparative
- ⊕ Proposal
 - The conditional proposal - "If/then"
 - Unconditional proposals - "Thank & Bank"
 - Degrees of freedom
- ⊕ Bargain and close
 - Trading up and Trading down
 - Concessions
 - Recording the outcome

Day 3 – Negotiating Styles, Tactics and Ploys

- ⊕ Cultural & international issues
- ⊕ Red, Purple & Blue negotiators
- ⊕ Non-verbal communication
 - Interpretation of Signals - arms, legs and eyes
 - What is in a handshake?
 - Spatial zones and spatial awareness
- ⊕ Make time your friend
- ⊕ Silence as a tactic and how to counter it
 - Ploys as "power plays" and how to counter

Day 4 – Personal Fitness and Dealing with Difficult Negotiations

- ⊕ Interests, positions and escalation
 - Push/pull
 - Good guy/bad guy
- ⊕ Negotiator as a Mediator
- ⊕ Team negotiations
- ⊕ Proposals and persuasion
 - What's In It For Me (the WIIFM solution)
- ⊕ Personal skills fitness check

Day 5 – Putting it All Into Practice

- ⊕ Negotiation case study
- ⊕ Team allocation and simulation exercise
- ⊕ Analysis of performance

COMPETENCIES EMPHASIZED

The course will hone existing skills and competencies and provide new skills and competencies in the following areas:

- ⊕ The relevance and importance of negotiations
- ⊕ Understanding the four phases of the negotiation process - Preparation, Discussion, Proposal, Bargaining & Closure
- ⊕ Recognising different negotiation styles, including participants undertaking a self-analysis
- ⊕ The how and why of disputes
- ⊕ Use of non-verbal communication techniques (body language) to aid understanding
- ⊕ Examining different strategies and tactics for arriving at 'win - win' situations
- ⊕ Dealing with the difficult negotiators
- ⊕ Dealing with the frustrations of negotiations
- ⊕ Practicing negotiation strategies and skills and evaluating their effectiveness
- ⊕ Self analysis of existing styles for resolving disputes
- ⊕ Dispute resolution and the contractual process - Alternative Dispute Resolution
- ⊕ Identifying the appropriateness of different strategies and approaches for resolving conflict & disputes
- ⊕ Practicing 'new' approaches to resolving disputes and their effectiveness

BENEFITS TO YOUR ORGANIZATION

The improved knowledge and skills gained by the delegates will enable them to make a greater and more effective contribution in the avoidance of disputes and their resolution thereby helping the organisation to reduce the incidences of escalation to the external and costly process of Arbitration or Litigation.



التصنيع TASNEE



CONSULTANT PROFILE



John B. Straker M.Sc., P.G.C.E., C.Eng., M.C.I.P.D., is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering programs and undertaking H.R. projects for major corporations on a range of Organisational and Human Resource issues.

As a Principal Consultant in his field, he has extensive worldwide experience implementing change strategies, performance solutions, succession and manpower plans, establishing 'greenfield' H.R. functions, creating major management development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of oil and gas multinationals including; Shell, Chevron/Texaco, Caltex, Lockheed Sub-Sea, Foster-Wheeler etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East. His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Reading and Head of Employee Development for Dubai Aluminium. During his time in Dubai he created - from a greenfield site – the management development centre for the oil, gas and aluminium industries.

The Centre was opened by H.R.H. Princess Anne and recognised by the World Bank as one of the most advanced centres for HRD in the Middle East. Again, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently he now consults on programs in the management sciences and human resources, undertaking H.R. and Career Development projects to help organisations improve performance at the individual and organisational level.

His interests lie in developing the customer 'solution' approach to employee development and John undertakes organisational projects that are action oriented in style, often by involving and coaching a company team to arrive at the solution. His aim is to offer realistic solutions that meet the organisational needs with the goal of achieving business results.

He is a principal consultant in the field of Human Resource Management and Development with extensive multinational experience, implementing H.R. change strategies, balanced scorecard, designing employee performance programs, workforce/talent planning for succession, employee leadership programs, recruitment strategy, mission statements/policy manuals and creating centres of management excellence.

ABOUT TRAINING PROVIDER

The **Center for Professional Enhancement Technology Solutions** (known as CfPE Technology Solutions) is incorporated in July 2001 and began as a training and consulting company for power plant, oil & gas and petrochemical sectors in Malaysia.

With a small team of experienced and dedicated engineers and multi skilled technical staff we have come a long way. From those humble beginnings, we have successfully grown and today we have achieved reorganization as a premier in organizing short training in Malaysia. Our professional experience and excellent consulting strengths provide insights and understanding of the challenges facing the industries we serve. CfPE Technology Solutions aims to make a difference.

The need for leading-edge training has intensified and is advancing beyond all expectation; it is the basis upon which performance can be measured in an increasingly competitive marketplace. In the world of today, it is not simply a case of having the necessary professional skills; people must develop interpersonal skills alongside their ability to handle the changes brought about by technological progress. We expect the people who attend our training courses to make an immediate impact, both back at the workplace and in their career and personal development. CfPE Technology Solutions is a training and consulting company dedicated to increasing our client's competitive edge through the improved performance of their human and capital assets.



Registration Form

Please Send Your Registration to:

Tel:	006.013.2082143	Fax:	006.09.6178443	E-mail	info@cfpets.com
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Course Details

Course Name:	Negotiating and Dispute Resolution Course	Course Date:	22 – 26 April, 2012
Course Fee:	USD 2,500.00 Per Delegate	Venue:	Holiday Villa Doha, Qatar

Company Information

Organization	
Address	

HR / Training Manager

Invoice to be sent to

Name :		
Tel no.:		
Fax no.:		
E-mail :		

Participant Information

Participant # 1

Participant # 2

Participant # 3

	Participant # 1	Participant # 2	Participant # 3
Full Name :			
Job Title :			
Department :			
Telephone No. :			
Mobile No. :			
Fax No. :			
E-mail Address :			

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