

## Negotiation skills

### Duration

Two days 10 Hours

### Who should attend?

All Managerial staff.

### Language

Arabic, English

### Overview

All individuals, companies and organizations are involved in negotiations and/or conflict resolution on a daily basis. This should be done in the best interest of all parties involved. Literature points out that negotiation is a complex process of verbal and nonverbal interaction. It is by nature a communication encounter not a physical encounter (like war) or a numerical encounter (like voting). Controlled or disciplined negotiation is the essence of negotiation.

This course aims to raise the capabilities of the negotiator and provide an understanding and basic skills required to conduct and manage negotiations as a communicative process better understand how to generate options for settlement identify strengths and weaknesses of the involved parties assess barriers and limits to negotiation success provide a comprehensive overview of insights strategies and practices inherent in successful negotiation explore the cultural and ethical dimension of negotiation.

### Topics

- Introduction to negotiation theory
- Types of negotiation
- Positions vs. Interests
- Tips for negotiators
- Common mistakes of negotiators
- Power in negotiation
- Strategies and Process for Negotiating
- Cultural considerations

