

# **COURSE OVERVIEW SS0440-4D Negotiation Skills**

(24 PDHs)

## **Course Title Negotiation Skills**

**Course Reference** SS0440-4D

**Course Duration/Credits** Four days/2.4 CEUs/24 PDHs



#### **Course Date/Venue**

Session(s)	Date	Venue
1	March 04-07, 2024	Cheops Meeting Room, Radisson Blu Hotel, Istanbul Sisli, Turkey
2	July 08-11, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	October 28-31, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	December 16-19, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA

## **Course Description**



80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



Complex negotiations require sophisticated techniques, especially if the end result is to achieve a win for all parties. In order to know upfront how to approach these challenging negotiations with the best chance of success, managers as you are, need to be well prepared for all scenarios. What's more, you should be ready for the tactics often used by difficult negotiators to try to manipulate the outcome in your favor.



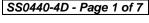
In this course, you gain experience in creating managing dynamic negotiating and environments for successful results. You learn to integrate people and process elements. creating flexible framework а for negotiation strategies and situations. course presents the methods, techniques, and processes you need in order to conduct successful negotiations confidently.





















Throughout this course, a series of interactive small-group and class workshops provide practical experience developing your negotiating skills, including:

- Calibrating your communication and negotiation strengths
- Extracting and refining information to develop flexible strategies
- Applying a 5-step model to negotiation situations
- Developing a life cycle process to structure effective negotiation phases
- Practicing negotiating techniques using scenarios
- Designing your own negotiating style for professional development

## **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

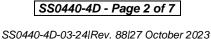
- Apply and gain a basic knowledge on negotiation skills
- Provide instruction, practice and feedback regarding approaches to the negotiation process
- Identify negotiation and apply various tools and techniques to become an effective and expert negotiator
- Identify where negotiation can be used as a development tool
- Adopt the most effective negotiation strategy for a given situation
- Create an effective positive negotiation environment
- Identify the needs and requirements of those who are in negotiation with plan, develop and implement a win negotiation strategy
- Turn potential conflict situations into successful negotiation outcome
- Adapt communication style to ensure successful negotiation occurs
- Develop a plan for continuous improvement
- Develop effective negotiating skills to achieve positive outcomes in a variety of situations
- Apply best practice models to develop an effective negotiating style
- Respond to diverse personalities, communication styles and bargaining power
- Incorporate a process approach into your negotiation skill set
- Navigate real-world pressures and challenges to achieve success
- Leverage strengths and experiences to deliver productive outcomes
- Take into account cultural differences and other geographical factors during your negotiation process





















## **Who Should Attend**

This course is intended for managers, supervisors, superintendent whose negotiation expertise is critical to the success of their organization. This is also applicable for those whose job depends on their ability to negotiate and secure satisfactory.

### **Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

## **Course Fee**

Istanbul	<b>US\$ 5,000</b> per Delegate + <b>VAT</b> . This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK <sup>®</sup> (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK <sup>®</sup> (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

#### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

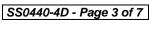






















## Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

#### **Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations:

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the ANSI/IACET 2018-1 Standard which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 2018-1 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award 2.4 CEUs (Continuing Education Units) or 24 PDHs (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.



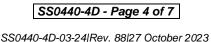
Haward Technology is accredited by the British Accreditation Council for Independent Further and Higher Education as an International Centre. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.





















## **Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Drag Zic is a Senior Project Management Consultant with over 30 years of extensive experience. His expertise mainly covers Project & Contract Management; Project Management, Planning, Budgeting & Cost Control, Scheduling, Budgeting & Cost Control; Project Management Essentials, Advanced Project Management, Project Reporting, Best Practices for Managing Multiple Projects, Document Management, Record Management, Leadership &

Business, Performance Management, Customer Service Management, Quality Management, Risk Management, Data Management Systems, R&D, Research Management, Leading Effective Meetings, Leadership & Business, Presentation Skills, Decision Making Skills, Communication Skills, Negotiation Skills, Coaching & Mentoring, Performance Management, Customer Service Management, Critical Thinking & Creativity, Quality Management and Risk Management. Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (QRA) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director & Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Project Manager**, **Contract Manager**, **Programme Manager**, **Safety & Engineering Manager**, **Rock Engineering Manager**, **Laboratory Manager** and **Mine Seismologist** with different international companies.

Mr. Zic is a Professional Natural Scientist, has a Bachelor's degree in Geology, a Diploma in Management Development Programme and currently enrolled for Phd in Wits University. Further, he is a Certified Instructor/Trainer, a Certified Trainer/Assessor by the Institute of Leadership & Management (ILM) and an active member of various professional engineering bodies internationally like the European Geosciences Union (EGU), the Canadian Institute of Mining (CIM), the Project Management South Africa (PSMA), the European Association of Geoscientists and Engineers (EAGE), the South African Council for Natural Scientific Professions (SACNASP), the International Society for Rock Mechanics (ISRM) and the South African Geophysical Association (SAGA). He has further delivered numerous trainings, workshops, conferences and seminars internationally.



















## **Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

## Day 1

Day I		
0730 - 0800	Registration & Coffee	
0800 - 0815	Welcome & Introduction	
0815 - 0830	PRE-TEST	
0830 - 0930	Introduction to Negotiation Theory	
0930 - 0945	Break	
0945 - 1015	Elements of Negotiation (Goals, Process, Principles of Exchange,	
0943 - 1013	Assessing the Other Parties, Etc.)	
1015 - 1045	Preparatory Work for Negotiation	
1045 - 1115	Establish the Elements & Process	
1115 – 1215	Categorize the Priorities of Topics	
1215 – 1230	Break	
1230 – 1330	Distinguishing Between Positional Bargaining & Interest - Based	
1230 - 1330	Negotiation	
1330 - 1400	Understanding How to Measure & Deal with Power Imbalance	
1400 - 1420	Finding Areas for Negotiations	
1420 - 1430	Recap	
1430	Lunch & End of Day One	

# Day 2

0730 - 0830	Negotiation Techniques
0830 - 0830	Power & Main Influencing Factors
0930 - 0945	Break
0945 - 1045	Using Creativity to Maximize Long-Term Gains
1045 - 1115	Study & Analyze Reactions
1115 - 1145	Rational Strategies for Creating Integrative Agreement
1145 – 1215	Commercial Process-Risks & Exposure
1215 - 1230	Break
1230 - 1330	Techniques Used to Identify Risks
1330 – 1420	Assess & Mitigate Risks in the Commercial Process & Roles of
	Involved Parties in Conducting Risk Assessment
1420 - 1430	Recap
1430	Lunch & End of Day Two

#### Day 3

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0730 - 0830	Steps Followed in Handling Impacts of Risks on the Commercial
0730 - 0630	Process
0830 - 0830	Consequences of Not Considering Risks in the Commercial Process &
	the Impact of Poor Commercial Process on Meeting Operational &
	Financial Targets
0930 - 0945	Break
0945 - 1045	Conducting the Negotiation
1045 - 1115	Different Stages of Negotiations & their Relevant Interventions
1115 - 1145	Questioning & Framing
1145 – 1215	Active Listening & the Power of Silence & Careful Observation



















1215 - 1230	Break
1230 - 1330	Studying Reactions
1330 - 1420	Understanding Internal & Cross-Cultural Negotiations
1420 - 1430	Recap
1430	Lunch & End of Day Three

## Day 3

Day 3	
0730 - 0800	Set Out Negotiation Style/Pattern According to Negotiation
	Environment
0800 - 0830	Facing Disputes, Conflicts & Opposition
0830 - 0930	Tools, Techniques & Skills to Handle Stonewalling
0930 - 0945	Break
0945 - 1045	Impulsive Changes & Uncommon Tricks
1045 - 1115	Using Creativity to Maximize Long Term Gains
1115 - 1145	Incorporating Potential Risks
1145 - 1215	Successful Closure for a Negotiation
1215 - 1230	Break
1015 1045	Ensuring Implementation of Conclusive Actions in Post Negotiation
1215 – 1345	Stage
1345 - 1400	Course Conclusion
1400 - 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

# **Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



<u>Course Coordinator</u>
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