

Course Title:**The Science & Art of Successful Negotiation
– With HR Case Applications**

Disagreements and conflicts happen at the workplace all the time. Successful resolution depends heavily on the conversation, or negotiation, that takes place between the individuals involved. Often than not, negotiation is misunderstood as sacrificing one's interests in order to reach an outcome, and there must always be a winner and a loser.

In this workshop, our facilitator will share research and evidence based negotiation strategies (science) and techniques (art), while applying them with the learners in the context of common situations where HR practitioners have to conduct negotiations (e.g. salary offers, service providers, renewal of contracts etc) would be used as case applications.

At the end of the workshop, all learners should be able to:

- understand the two main dimensions that determine the outcome of a negotiation;
- identify the factors that impact on the two dimensions in the context of the challenges they face in their work;
- use the factors to objectively strategise steps to increase the success in a negotiation;
- identify one's preferred communication style and understand how it would impact on one's effectiveness in negotiation;
- understand the differences between the different communication styles;
- use simple techniques to overcome the differences and optimise the communication during the negotiation;
- integrate both the strategies and techniques in a simulated practice using case scenarios related to the challenges they face in their work;
- develop an individual action plan to apply the learning back at the workplace.

All participants will receive:

- a complimentary behavioural profiling report identifying each of their own preferred communication style;
- learning materials and aids developed for the workshop;
- individual action plan after the workshop to apply the learning at the workplace.

Who Should Attend:

HR Managers and Executives who find themselves in situations where they need to negotiate internally and externally, such as with job candidates, superiors and subordinates and other stakeholders.

Learning Methodology:

Facilitator-led sessions, learners-led discussion and sharing, in-class skills practice, case simulations related to the areas in HR.

Course Duration:

1 day (7 hours)