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Enhancement on Negotiation & Dispute Resolutions Skills in the Public Sector

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 focus on issues of the process, planning, and objective setting.

Typically, negotiations occur at both the individual and team levels 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 participants will be introduced to different negotiation styles and tactics and learn how to recognize and counter them. There will be an opportunity for participants to carry out a self-assessment of their skills over the whole range of the negotiation topic and they will consider the differences between negotiating individually or as part of a team.

Course Objectives:

At the end of this course, the participants will be able to:

- Understand the different phases of the negotiation process
- Recognize 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

Course Coverage:

Topic 1: Fundamentals of Negotiation:

- Negotiation Defined
- Disputes and the need for Resolution
- Place of negotiation in the contractual resolution process
- The 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

Topic 2: The Negotiator's Toolbox:

- Preparation:
- Negotiating position setting
- Prioritization
- 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

Topic 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 for your friend
- Silence as a tactic and how to counter it
- Ploys as "power plays" and how to counter

Topic 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 is In It for me (the WIIFM SOLUTION?)
- Personal skills fitness check

Topic 5: Putting it All into Practice:

- Negotiation case study
- Team allocation and simulation exercise
- Analysis of performance
- The Do's and Don'ts of Negotiating
- Improving what we do – action planning

Targeted Groups:

- Managers, Supervisors, and Team Leaders
- HR Professionals
- Also, the course is suitable for all the staff in all departments and managerial levels