Negotiating & Dispute Resolutions

Develop Key Skills to Maximise Potential and Create Workable Solutions

04 - 08 August 2019
17 - 21 November 2019
15 - 19 March 2020
Dubai, United Arab Emirates
Negotiating & Dispute Resolutions
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WHY CHOOSE THIS TRAINING COURSE?
This recently updated, comprehensive AZTech training course will enhance delegates’ ability to negotiate effectively - a critical competency for internal and external business negotiations. It will equip them with a detailed understanding of the negotiation process and an appreciation of the elements of planning a strategy to achieve workable solutions and success.

This AZTech training course covers the key stages of negotiation, considers how disputes arise, and provides delegates with the skills to follow a structured process to achieve results. The delegates will be introduced to different negotiation styles, tactics and at the same time learn how to recognise and counter them effectively.

This AZTech training course will feature:
- The key stages and terms used when describing the negotiation process
- Planning strategically for negotiation
- Power and communication models used in negotiation
- The importance of influencing skills and team dynamics when negotiating
- Responding effectively to harsh and aggressive tactics

WHO IS THIS TRAINING COURSE FOR?
This AZTech training course is suitable to a wide range of professionals but will greatly benefit:

- Personnel from a wide range of “results based” business disciplines
- Company representatives who are engaged in national and international negotiations
- Departmental heads with the responsibility to drive change through collaboration
- Those who have a current or planned negotiation with internal as well as external “suppliers or customers”
- Delegates with experience of negotiating but want to improve their results

WHAT ARE THE GOALS?
By the end of this training course, participants will be able to:

- Demonstrate their understanding of the significance of planning and objective setting
- Understand how to use interpersonal skills effectively during a negotiation
- Describe how to achieve ‘win-win’ outcomes within the bargaining process
- Identify the causes of disagreements & disputes and prevent escalation
- Describe the use of strategies to resolve the causes of disputes

HOW WILL THIS TRAINING COURSE BE PRESENTED?
This AZTech training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes highly interactive tutor-led group discussions, syndicated exercises, case studies and role playing in a realistic dispute resolution scenario. A formal framework is built around the delegates’ current knowledge and they are encouraged to re-discover and share their knowledge and experiences. Delegates will be encouraged to develop both their negotiation and communication skills to increase the value for money provided to their employer.

There will be an opportunity for delegates to carry out a self-assessment of their skills in key areas of negotiation including team negotiations.
THE COURSE CONTENT

Day One: Finding a Collaborative Position When Aiming for Agreement

- The basis of a negotiated settlement
- Disputes and the need for resolution
- The place of negotiation in the contractual resolution process
- Distributive and integrative approach to negotiations
- Emotion, understanding and perceptions
- Ethics and the impact on the negotiation process

Day Two: Strategic Approaches to Negotiating Required Outcomes

- Preparation and goal setting to maintain focus
- The key stages in planning a negotiation
- Information needs and sources of negotiation power
- Taking positions during the negotiation process
- Drafting your proposal which will open the discussion
- The discussion and importance of timing when closing deals

Day Three: Negotiation Relationships and Team Dynamics

- Non-verbal communication and the interpretation of body language
- Communication skill models used in negotiation
- Proposals, influence and persuasion
- Establishing commitment
- Building the negotiating team
- Managing multi-party negotiations

Day Four: The Impact of Culture on the Negotiation Process

- Interests, positions and escalation
- Why are international negotiations different?
- The influence of cultural on negotiation
- Stakeholder power behind the interests in negotiation
- Ploys and tactics and how to respond effectively
- Negotiation best practice

Day Five: Resolving Differences and Difficult Situations

- The negotiator as a mediator in the process
- Handling difficult negotiators
- Negotiation case study
- Team allocation and simulation exercise
- The Do’s and Don’ts of Negotiating
- Improving what we do - action planning
HOTEL ACCOMMODATION
Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

CANCELLATION & SUBSTITUTION
You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

EVENT DISCLAIMER
We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

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Our training portfolio will provide you a number of seminars and courses to choose from depending on your organisational goals and personal development objectives.

DATE | VENUE | FEES(USD)
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04 - 08 Aug 2019 | Dubai - UAE | $4,950
17 - 21 Nov 2019 | Dubai - UAE | $4,950
15 - 19 Mar 2020 | Dubai - UAE | $4,950

REGISTER NOW
This fee is inclusive of Documentation, Lunch and Refreshments may be subjected to 5% VAT

Complete & send by fax/mail to address given below. Please use BLOCK CAPITALS.

REGISTRATION DETAILS
FAMILY NAME:
FIRST NAME:
POSITION: COMPANY:
MAILING ADDRESS:

TELEPHONE: MOBILE:
FAX: EMAIL:

AUTHORISATION
AUTHORISED BY:
POSITION: EMAIL:
TELEPHONE: FAX:
POSTAL ADDRESS:

CERTIFICATION
AZTech Certificate of Completion for delegates who attend and complete the training course

4 WAYS TO REGISTER
Toll Free: 800-AZTECH
Telephone: +971 4 427 5400
Fax Number: +971 4 427 5401
Email Address: info@aztechtraining.com
Visit our website: www.aztechtraining.com

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