



مبادرات محمد بن راشد آل مكتوم العالمية
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Al Maktoum Global Initiatives

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Mohammed Bin Rashid School of Government

EXECUTIVE EDUCATION

Masterclass Series

THE ART OF NEGOTIATION



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Art of Negotiation

Date	March 6, 2019
Program Name	Art of Negotiation
Duration	8a.m.-2:30p.m.
Lecturers	Dr. Racquel Warner
Who should attend	Public and Private Sector executives
Delivery Language	English

Introduction

Negotiation and Communication are requisite skills for leaders. An absence of these skills can lead to disagreement in ideas and goals, poor allocation of resources, and interpersonal conflicts in the workplace. All social and professional interactions involve various forms of negotiation with stakeholders and associates on a daily basis. The ability to negotiate is an essential component of communication and resolving potential conflicts. Effective negotiation and communication skills enhance professional relationships by increasing task efficiency and creating opportunities for mutual gain. A deficit in these skills result in breakdown of partnerships and loss of credibility and possibly revenue.

Learning Outcome

- Become familiar with the concepts, theories and practices of negotiation and communication.
- Understand the mechanism of creating values and achieving integrative negotiation outcomes.
- Understand the importance of and the ability of using communication and information exchange in negotiation contexts.
- Develop a toolkit of negotiation strategies that result in achieving goals without jeopardizing relationships.
- Demonstrate competence in handling negotiations and communication with employers, colleagues, customer, business partners, and clients from different cultural/country backgrounds.

Programs Objectives

This course aims at providing a practical introduction of concepts and theories about the art of negotiation, with a focus on equipping participants with a repertoire of transferable skills. The course content will be delivered in two integrated sections. Participants will explore the characteristics of interest-based negotiation and negotiation strategies. Specifically, students will learn strategies to overcome cognitive biases in negotiation, the building blocks of negotiation, the differences of distributive versus value-creating negotiation approaches, negotiation ethics, the strategies of achieving integrative outcomes,. Additionally the session will demonstrate how to utilize power and persuasion, building trust, controlling emotions and the importance of verbal and non-verbal communication in gaining information. Participants will explore cross-cultural negotiation context given the diversity that exist among the UAE private and public sector stakeholders and the international nature of the environment in which negotiations takes place.

Program outline

Teaching and learning tools include interactive lectures, class readings, case studies, class discussions, role playing and negotiation simulations, presentations, as well as various types of formative assessment. To optimize the attainment of the learning outcomes of the course, participants are expected to participate fully in group discussions, activities, role plays and other teaching and learning tasks.

- 8:30 – 10:00 Session 1: Understanding Negotiation
- 10:30 – 12:00 Session 2 Bargaining and Problem Solving
- 12:45 – 14:00 Session 3 Negotiation Tactics

Modules List

Components may include:

- Understanding Negotiation
- Bargaining and Problem Solving
- Planning for Negotiations
- Negotiation Tactics

By the end of this masterclass, delegates will be able to

- Define contexts in which they can apply negotiation strategies tactics
- Demonstrate new ways of attaining desired outcomes in negotiation
- Identify the stakeholder's negotiations tactics and be able to respond accordingly
- Develop vital skills in bargaining and problem solving for optimal outcomes in a negotiation

Who should attend

Public and private sector executives who wish to enhance and complement their current skills and to increase their competitiveness in the professional arena.

How to register into this program

- Visit our section in the MBRSG website <https://www.mbrsg.ae/op>
- Call us on +971 04 317 5527
- Send us an e-mail to execed@mbrsg.ac.ae





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