



TCM 237

NEGOTIATION PROCESS AND ARBITRATION

Course Introduction:

An ongoing challenge, at work and in our personal lives, involves the resolution of disputes. Despite the importance of resolving conflict in a fair manner, many managers have little training in the process. The workshop examines resolving disputes using interests, rights and power-based approaches and the advantages and disadvantages of such approaches.

Participants will be exposed to both traditional and interest-based styles of negotiation. The exercises, which deal with negotiations in several contexts (such as international business, game theory, renting an apartment, employee relations, etc.), are designed to provide an effective opportunity to apply the concepts and techniques learned in class.

Course Objectives:

After the training you will learn;

- the techniques, strategies, and procedures employed in contract negotiations and administration
- an understanding of the negotiation process and alternative forms of dispute resolution
- when to use a particular dispute resolution strategy

Who Should Attend?

You will benefit from this seminar if you:

- fear confrontation and want to learn how to deal effectively with disputes
- negotiate contracts as part of your job
- supervise and/or manage employees
- have to deal with disputes on a regular basis
- use or plan to use mediation or have to appear as a witness before a third-party decision-maker (such as a judge, arbitrator or panel)

Course Outline:

Negotiation and Dispute Resolution: The Big Picture

- Interests, rights and power
- Approaches to resolving disputes
- Mixed-motives in negotiation

Preparing for Bargaining and Conducting Negotiations

- Process of negotiation
- Roles/team members

- Gathering and interpreting data
- Why negotiations go wrong

Negotiation Theories, Models and Strategies

- Distributive bargaining (win/lose)
- Integrative bargaining (win/win)
- Selecting a negotiation strategy
- Game theory
- Living with the agreement

Ethical Issues and the Context of Negotiations

- Three approaches to bargaining ethics
- The use of deception
- Questionable negotiation tactics

Alternative Dispute Resolution

- Using a mediator or conciliator
- Arbitration or a tribunal hearing
- Developing an internal grievance procedure
- Innovative approaches to resolving disputes
- Is going to court the answer?

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

