



Crisis Negotiation

Building Workable Solutions in Turbulent Times

► Upcoming Sessions

06-10 May 2024	Online	\$3,950
14-18 Oct 2024	Online	\$3,950
16-20 Dec 2024	Online	\$3,950

► Training Details

Online Training Course Overview

As businesses emerge from a period of turmoil caused by conflict and pandemic throughout the world, we, as business leaders, need to negotiate confidently. Sometimes we are faced with undo pressure to achieve results at speed. Often, we are faced with risk due to the fact that all the information is not reliable or forthcoming in the way that we previously expected. Uncertainty and crisis often have a paralysing effect on our ability to think clearly and make decisions. This **Crisis Negotiation** online training course will assist attendees to act decisively with clarity and pace, in order to approach negotiations with confidence and skill.

This online training course will feature:

- Understanding the pressures crisis will put up on the negotiation
- Determining how teams need to function under pressure
- Building persuasive proposals for better negotiated outcomes
- Understanding how a crisis may affect ethics and behaviours in negotiation
- Examining the role of emotional intelligence during negotiated settlements

Online Training Course Objectives

By the end of this online training course participants will be able to:

- Determine sources of pressure which come from crisis driven situations
- Identify the critical issues in negotiation that are affected when crisis arises
- Understand how to build personal strategies for coping in times of crisis
- Design proposals which will persuade the other party to reach agreements
- Apply techniques to bring about workable solutions through negotiated agreements

Designed for

A wide range of professionals will benefit from attending this course due to the nature of negotiating in a business world which is experiencing disruptive influences on a global scale.

This online training course is suitable to a wide range of professionals but will greatly benefit:

- Managing Directors, Departmental Heads, Senior and Mid Managers
- Delegates wishing to develop negotiation skills especially under pressure from crises
- Delegates who regularly work with external suppliers or customers
- Departmental Heads working on interdepartmental alliances to achieve results

- ▶ Personnel involved in critical negotiations affected by crisis pressures

Learning Methods

This online training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes professional learning techniques combined with presentations, interactive practical exercises, group activities and case studies will help delegates to build a formal framework around their current knowledge and skills.

Delegates will be encouraged to develop both their thinking, negotiation and persuasion skills, applying these to the crisis negotiations and maintenance of negotiated alliances to increase the value for money provided to their employer.

▶ Training Details

Day One: Crisis What Crisis? Causes of Pressure on the Negotiation Process

- ▶ Where does crisis pressure come from?
- ▶ Understanding the negotiation framework
- ▶ How Interests rights and power may be affected in a crisis
- ▶ Personal capacity for handling crisis pressure
- ▶ Using paradigm shift to facilitate negotiation during crisis

Day Two: Understanding Strategic Approaches to Negotiation During Crisis

- ▶ Distributive and integrative negotiation strategies
- ▶ Planning for best alternatives and zone of agreement
- ▶ The quest for win-win when negotiating under pressure
- ▶ Prioritisation of issues and assessment of value in the bargaining mix
- ▶ How negotiators' power may be affected during crisis

Day Three: The Psychological Factors in Crisis Negotiation

- ▶ The psychology of negotiation understanding negotiation driving forces
- ▶ The power of persuasive proposals to secure commitment
- ▶ Adapting your wants and needs in times of crisis
- ▶ Using emotional intelligence to drive a crisis negotiation
- ▶ Body language and non-verbal communication in negotiation

Day Four: The Effect of Crisis on Risk, Ethics and Commitment

- ▶ If the message is believable, is it truthful?
- ▶ Examining the power of deception
- ▶ Risk aversion in negotiation when faced with a crisis
- ▶ Contextual pressure on unethical behaviour
- ▶ Gaining commitment during crisis

Day Five: Multi-party Negotiation, Coalition and Reaching Agreement

- ▶ Formation and development of coalitions
- ▶ Leverage in crisis negotiations
- ▶ Preparing your negotiating team for negotiation during crisis
- ▶ Moving towards agreement: timing pace and control
- ▶ Crisis negotiation summary, questions and answer session

▶ The Certificate

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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