



Winning Agreement:

Having Confidence in Negotiation & Conflict

About the course

Negotiating and managing conflicts are merely different activities on the spectrum of communication skills. In this workshop, we will provide participants with the knowledge and skill to handle both with more confidence.

Audience

Anyone who wishes to improve his or her ability to manage conflict and negotiations in the workplace.

Course objectives

- Identify your current go-to style when facing a negotiation or conflict
- Learn the tenets of a win-win philosophy for critical interactions
- Discover the strategic aspects of negotiation preparation and delivery
- Practice keeping your cool, and getting a good result, when a negotiation becomes a conflict

Time investment

- Before the class session: 2-4 hours
- During the class session: 8 hours
- After the class session: 2-4 hours plus each participant's ongoing commitment to apply the learning

Class size

We recommend a minimum of eight, and a maximum of 24 participants per facilitator. Larger groups can be accommodated by adding additional facilitators.

Coaching

Post-workshop coaching is also available.

Customization

All OmniSkills courses are tailored to your organization's needs and goals, and to the specific group taking the course. For more information about customization, contact us using any of the methods below.

Concept Description

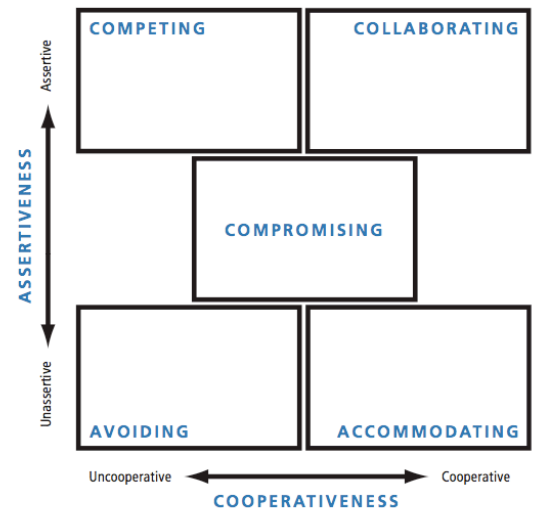
Negotiating isn't only about getting the best deal on a used car, or paying the lowest price for your dream house. Rather, it is something that most business people do on a daily basis. Yet, we're remarkably unversed in the techniques of effective negotiating. We may recognize "dirty tricks" when others try to use them on us, but we're not sure how to counteract such strategies.

While many negotiations are friendly and professional, sometimes they turn into conflicts. We can learn much about both negotiation and conflict through an analysis of the Thomas-Kilman Conflict Resolution Grid, the model which will form the foundation for our exploration of these topics. This model outlines five basic approaches to conflict:

- Avoidance
- Accommodation
- Competition
- Compromise
- Collaboration

The workshop will overview all five styles, and emphasize the principles of Collaborating, or the Win-Win approach.

Case studies and practice sessions will be interspersed throughout the course, with ample time to debrief the experience and explore styles during each interaction. In addition, participants will have opportunities to relate the content and examples to their real-life work situations.



Learning Design

OmniSkills uses the **Torrance Incubation Model for Teaching and Learning (TIM)** as our framework for learning design. Developed by education and creativity pioneer E. Paul Torrance, TIM's three-phase structure – heighten anticipation, deepen exploration, and extend learning – extends learning beyond the classroom event, in both directions. Pre-class activities heighten anticipation for the class and move the base learning out of the classroom. In-class activities, in which we deepen exploration of the subject, are therefore richer and more valuable, taking full advantage of the classroom's participatory group environment. Post-class, we extend learning into the workplace through a rich assortment of activities and media. Only OmniSkills makes this commitment to successful learning by adding these components at no additional cost. For more information, visit www.omniskills.com/tim.