MERCURY

Advanced Negotiation & Dispute Resolution: An In-Depth Training Course

22 March – 2 April 2027
Madrid (Spain)

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Ref: 1021_323910 **Date:** 22 March – 2 April 2027 **Location:** Madrid (Spain) **Fees:** 9500 Euro

Introduction

The capability to negotiate efficiently and effectively is a cornerstone of both professional and personal environments. This course aims to enrich your negotiation skills while also diving deep into the intricacies of dispute resolution mechanisms.

As negotiations are pivotal in various contexts—from team collaborations and human resource management to supplier and customer relationships—it is indispensable to consider the potential for conflicts and disputes. The curriculum provides a comprehensive overview of dispute resolution training courses, negotiation styles, and conflict management strategies to ensure you are well-equipped to navigate challenging situations.

This course will cover the key stages of negotiation, consider how disputes arise, and provide the delegates with a practical toolbox of skills to enable them to follow a structured process. The participants will be introduced to different negotiation styles and tactics and learn how to recognize and counter them. There will be an opportunity for participants to self-assess their skills over the whole range of the negotiation topic, and they will consider the differences between negotiating individually or as part of a team.

Targeted Groups

- Managers, Supervisors, and Team Leaders
- Human Resource Professionals
- Staff from all departments and managerial levels

Course Objectives

By the completion of this alternative dispute resolution certificate course, participants will be able to:

1. Comprehend the different phases involved in the negotiation process.
2. Acknowledge the importance of meticulous planning and objective setting for successful outcomes.
3. Achieve win-win scenarios during the bargaining phase.
4. Engage in negotiation and conflict management courses with utmost confidence.
5. Ascertain the root causes of disagreements and disputes.
6. Recognize the long-term impacts of unresolved disputes on professional and personal relationships.
7. Utilize effective dispute resolution strategies rather than merely tackling symptoms.
8. Exercise sensitivity and awareness in situations that are susceptible to disputes.

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Targeted Competencies

- Understanding the four phases of the negotiation process: Preparation, Discussion, Proposal, Bargaining, and closure.
- Advanced negotiation training

- Negotiation skills
- Negotiation styles

- Executive education conflict management
- Communication skills
- Non-verbal cues and body language

Course Content

Unit 1: Fundamentals of Negotiation

- Definition of negotiation
- The importance of dispute resolution in contractual agreements
- Place of negotiation in the contractual resolution process
- The commercial impact of failed negotiations
- Best Alternative To a Negotiated Agreement BATNA
- The four-phase negotiation process:

- Preparation
- Discussion
- Proposal
- Bargaining & Closure

Unit 2: The Negotiators Toolbox

Preparation:

- Negotiating position establishment
- Importance of prioritization
- Entry and exit points
- Information gathering
- Team negotiation roles

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Discussion:

- Creating a conducive environment
- Relationship building strategies
- Advanced negotiation course techniques for information acquisition
- Different forms of questions—open, closed, and comparative

Proposal:

- Conditional and unconditional proposals
- Utilizing degrees of freedom in negotiation
- Executive negotiation training tips

Bargaining and Closure:

- Trading strategies
- Concession management
- Recording the outcome for future reference

Unit 3: Negotiating Styles, Tactics and Ploys

- Addressing cultural and international considerations
- Different types of negotiators: Red, Purple, Blue
- Non-verbal communication techniques
- Interpretation of Signals - arms, legs, and eyes
- What is in a handshake?
- Spatial zones and spatial awareness
- Make time for your friend
- Silence as a tactic and how to counter it
- Ploys and power plays and how to counter them

Unit 4: Personal Fitness and Dealing with Difficult Negotiations

- Distinguishing between interests and positions
- Push/pull
- Good guy/bad guy
- Negotiator as a mediator
- Team negotiations and conflict negotiation training
- Persuasion and proposal strategies
- What's In It For Me the WIIFM solution
- Self-assessment for personal skill fitness

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Unit 5: Putting it All Into Practice

- Negotiation case studies and alternate dispute resolution courses
- Team allocation for simulation exercises
- Analysis of performance metrics
- Dos and Donts of negotiating
- Action planning for continuous improvement

By undertaking this course, you will enhance your negotiation skills and gain a valuable executive certificate in conflict management. With topics ranging from the basics of negotiation to advanced negotiation training, this course offers a 360-degree view of negotiation and dispute resolution.

Alternative Dispute Resolution Mechanisms

In todays complex business world, understanding alternative dispute-resolution mechanisms is crucial for minimizing conflict and reaching amicable agreements. These mechanisms are critical to the negotiation layout, providing structured, non-litigious methods to resolve disputes effectively. This course delves into various such mechanisms, equipping participants with strategies that extend beyond traditional negotiations—highlighting the value and efficacy of alternative dispute resolution certificate courses in fostering collaborative solutions.