

**COURSE OVERVIEW SS0440-4D**  
**Negotiation Skills**

**Course Title**  
 Negotiation Skills

**Course Reference**  
 SS0440-4D

**Course Duration/Credits**  
 Four days/2.4 CEUs/24 PDHs

**Course Date/Venue**



Session(s)	Date	Venue
1	March 04-07, 2024	Cheops Meeting Room, Radisson Blu Hotel, Istanbul Sisli, Turkey
2	July 08-11, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	October 28-31, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	December 16-19, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA

**Course Description**



***80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.***



Complex negotiations require sophisticated techniques, especially if the end result is to achieve a win for all parties. In order to know upfront how to approach these challenging negotiations with the best chance of success, managers as you are, need to be well prepared for all scenarios. What's more, you should be ready for the tactics often used by difficult negotiators to try to manipulate the outcome in your favor.



In this course, you gain experience in creating and managing dynamic negotiating environments for successful results. You learn to integrate people and process elements, creating a flexible framework for your negotiation strategies and situations. The course presents the methods, techniques, and processes you need in order to conduct successful negotiations confidently.



Throughout this course, a series of interactive small-group and class workshops provide practical experience developing your negotiating skills, including:

- Calibrating your communication and negotiation strengths
- Extracting and refining information to develop flexible strategies
- Applying a 5-step model to negotiation situations
- Developing a life cycle process to structure effective negotiation phases
- Practicing negotiating techniques using scenarios
- Designing your own negotiating style for professional development

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a basic knowledge on negotiation skills
- Provide instruction, practice and feedback regarding approaches to the negotiation process
- Identify negotiation and apply various tools and techniques to become an effective and expert negotiator
- Identify where negotiation can be used as a development tool
- Adopt the most effective negotiation strategy for a given situation
- Create an effective positive negotiation environment
- Identify the needs and requirements of those who are in negotiation with plan, develop and implement a win negotiation strategy
- Turn potential conflict situations into successful negotiation outcome
- Adapt communication style to ensure successful negotiation occurs
- Develop a plan for continuous improvement
- Develop effective negotiating skills to achieve positive outcomes in a variety of situations
- Apply best practice models to develop an effective negotiating style
- Respond to diverse personalities, communication styles and bargaining power
- Incorporate a process approach into your negotiation skill set
- Navigate real-world pressures and challenges to achieve success
- Leverage strengths and experiences to deliver productive outcomes
- Take into account cultural differences and other geographical factors during your negotiation process



**Who Should Attend**

This course is intended for managers, supervisors, superintendent whose negotiation expertise is critical to the success of their organization. This is also applicable for those whose job depends on their ability to negotiate and secure satisfactory.

**Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

- 20% Lectures
- 80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Course Fee**

Istanbul	<b>US\$ 5,000</b> per Delegate + <b>VAT</b> . This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	<b>US\$ 4,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.






**Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

**Certificate Accreditations**


Certificates are accredited by the following international accreditation organizations:

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.







### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Drag Zic** is a **Senior Project Management Consultant** with over **30 years** of extensive experience. His expertise mainly covers **Project & Contract Management; Project Management, Planning, Budgeting & Cost Control, Scheduling, Budgeting & Cost Control; Project Management Essentials, Advanced Project Management, Project Reporting, Best Practices** for Managing Multiple Projects, **Document Management, Record Management, Leadership & Business, Performance Management, Customer Service Management, Quality Management, Risk Management, Data Management Systems, R&D, Research Management, Leading Effective Meetings, Leadership & Business, Presentation Skills, Decision Making Skills, Communication Skills, Negotiation Skills, Coaching & Mentoring, Performance Management, Customer Service Management, Critical Thinking & Creativity, Quality Management and Risk Management.** Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director & Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Project Manager, Contract Manager, Programme Manager, Safety & Engineering Manager, Rock Engineering Manager, Laboratory Manager** and **Mine Seismologist** with different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor's** degree in **Geology**, a **Diploma in Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and an active member of various professional engineering bodies internationally like the **European Geosciences Union (EGU)**, the **Canadian Institute of Mining (CIM)**, the **Project Management South Africa (PSMA)**, the **European Association of Geoscientists and Engineers (EAGE)**, the **South African Council for Natural Scientific Professions (SACNASP)**, the **International Society for Rock Mechanics (ISRM)** and the **South African Geophysical Association (SAGA)**. He has further delivered numerous trainings, workshops, conferences and seminars internationally.



**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1**

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	<b>PRE-TEST</b>
0830 - 0930	<b>Introduction to Negotiation Theory</b>
0930 - 0945	Break
0945 - 1015	<b>Elements of Negotiation (Goals, Process, Principles of Exchange, Assessing the Other Parties, Etc.)</b>
1015 - 1045	<b>Preparatory Work for Negotiation</b>
1045 - 1115	<b>Establish the Elements &amp; Process</b>
1115 - 1215	<b>Categorize the Priorities of Topics</b>
1215 - 1230	Break
1230 - 1330	<b>Distinguishing Between Positional Bargaining &amp; Interest - Based Negotiation</b>
1330 - 1400	<b>Understanding How to Measure &amp; Deal with Power Imbalance</b>
1400 - 1420	<b>Finding Areas for Negotiations</b>
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2**

0730 - 0830	<b>Negotiation Techniques</b>
0830 - 0830	<b>Power &amp; Main Influencing Factors</b>
0930 - 0945	Break
0945 - 1045	<b>Using Creativity to Maximize Long-Term Gains</b>
1045 - 1115	<b>Study &amp; Analyze Reactions</b>
1115 - 1145	<b>Rational Strategies for Creating Integrative Agreement</b>
1145 - 1215	<b>Commercial Process-Risks &amp; Exposure</b>
1215 - 1230	Break
1230 - 1330	<b>Techniques Used to Identify Risks</b>
1330 - 1420	<b>Assess &amp; Mitigate Risks in the Commercial Process &amp; Roles of Involved Parties in Conducting Risk Assessment</b>
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3**

0730 - 0830	<b>Steps Followed in Handling Impacts of Risks on the Commercial Process</b>
0830 - 0830	<b>Consequences of Not Considering Risks in the Commercial Process &amp; the Impact of Poor Commercial Process on Meeting Operational &amp; Financial Targets</b>
0930 - 0945	Break
0945 - 1045	<b>Conducting the Negotiation</b>
1045 - 1115	<b>Different Stages of Negotiations &amp; their Relevant Interventions</b>
1115 - 1145	<b>Questioning &amp; Framing</b>
1145 - 1215	<b>Active Listening &amp; the Power of Silence &amp; Careful Observation</b>





1215 - 1230	<i>Break</i>
1230 - 1330	<i>Studying Reactions</i>
1330 - 1420	<i>Understanding Internal &amp; Cross-Cultural Negotiations</i>
1420 - 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 3**

0730 - 0800	<i>Set Out Negotiation Style/Pattern According to Negotiation Environment</i>
0800 - 0830	<i>Facing Disputes, Conflicts &amp; Opposition</i>
0830 - 0930	<i>Tools, Techniques &amp; Skills to Handle Stonewalling</i>
0930 - 0945	<i>Break</i>
0945 - 1045	<i>Impulsive Changes &amp; Uncommon Tricks</i>
1045 - 1115	<i>Using Creativity to Maximize Long Term Gains</i>
1115 - 1145	<i>Incorporating Potential Risks</i>
1145 - 1215	<i>Successful Closure for a Negotiation</i>
1215 - 1230	<i>Break</i>
1215 - 1345	<i>Ensuring Implementation of Conclusive Actions in Post Negotiation Stage</i>
1345 - 1400	<i>Course Conclusion</i>
1400 - 1415	<b>POST-TEST</b>
1415 - 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



**Course Coordinator**

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