

Course Overview:

Life centers on negotiation. Everyone negotiates every day of their lives. But how often do they achieve the best possible outcome? There are three essential elements - preparation, practice and training.

Course Objective:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems

Course Outline:**Day .1 :**

- Opening of the training program 08:00 Am – 08:10 Am
- An explanation of the program's axes and the time period of the program 08:10 Am – 08:15 Am
- Acquaintance between the participants 08:15 Am – 08:20 Am
- Working with Your Manager and Adapting to Their Style 08:20 Am – 09:30 Am
- Understanding Negotiation. 10:00 Am – 12:00 Pm
- Types of Negotiations
- Skills for Successful Negotiating
- Personal Preparation 12:30 Pm – 02:00 Pm
- Setting the Time and Place
- Case Studies

Day .2 :

- A review of what was explained the previous day 08:00 Am – 08:15 Am
- Creating a Negotiation Framework. 08:15 Am – 09:30 Am
- The Negotiation Process. 10:00 Am – 12:00 Pm
- Getting Off on the Right Foot
- What to Share
- How to Break an Impasse 12:30 Pm – 02:00 Pm
- About Mutual Gain.
- Case Studies

Day .3 :

- A review of what was explained the previous day 08:00 Am – 08:15 Am
- Three Ways to See Your Options. 08:15 Am – 09:30 Am
- Closing. 10:00 Am – 12:00 Pm
- Reaching Consensus.
- Building an Agreement.

Training Language:

EN/Ar

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

-Setting the Terms of the Agreement.12:30 Pm – 02:00 Pm

-Case Studies

Day .4 :

-A review of what was explained the previous day08:00 Am – 08:15 Am

-Dealing with Difficult Issues.08:15 Am – 09:30 Am

-Being Prepared for Environmental Tactics.10:00 Am – 12:00 Pm

-Dealing with Personal Attacks.

-Controlling Your Emotions.12:30 Pm – 02:00 Pm

-Deciding When It's Time to Walk Away.

-Case Studies

Day .5 :

-A review of what was explained the previous day08:00 Am – 08:15 Am

-Negotiation Skills during aggressive attack08:15 Am – 09:30 Am

-Negotiating on Behalf of Someone 10:00 Am – 11:00 Am

-Choosing the Negotiating Team

-Covering All the Base

-Review and summarize all the information discussed in this program11:00 Am – 12:00 Pm

-Conduct a final test to measure participants' skills learned from the program

-Distribution of evaluation for the program

-Distribution of certificates

Who Should Attend:

Security Supervisors, Leaders and Personnel