

**How can you best negotiate outcomes when you encounter disagreement or conflict in your work?**

**A collaborative approach to negotiation makes a real difference by directing attention towards solutions and positive relationships.**

## ◆ Who Can Benefit?

The training course is based on the principle of **collaborative negotiation**. This reflects the value of building cooperative relationships and trust with stakeholders for long-term sustained agreements. Negotiation is viewed as a process with three elements:

1. **Influencing** another person's behaviours and ideas;
2. Building or changing **relationships**; and
3. Establishing terms for **agreement and co-operation**.

## ◆ Workshop Content

This 1 Day practical Workshop covers:

### **The Negotiation Process**

- Phases of the negotiation process and key steps for each negotiation phase
- Preparing for interests-based negotiations

### **Awareness of Negotiation Styles and Behaviours**

- Understanding and responding to different negotiation styles
- Attitudes & behaviours of effective and ineffective negotiators

### **Negotiation Tactics and Collaboration**

- Negotiation tactics to promote collaboration
- Recognising and responding to negotiation tactics
- Using common ground to build agreements

### **Communication Skills and Reaching Agreement**

- Communication strategies to challenge "positional statements"
- Overcoming negotiation impasses & promoting solutions
- Finalising agreements and documenting negotiation outcomes

## ◆ Approach to Training Delivery

Our practical training style addresses knowledge, skills and attitudes through a stimulating environment that includes:

- Case scenarios from participants' own work
- Evaluation of negotiation styles
- Negotiation observation and practice

## ◆ Presenter

Ebohr Munoz is a conflict resolution consultant and learning facilitator committed to creating enjoyable and hands on training.

He is a trained mediator, counsellor and lawyer who has achieved positive outcomes to mediating conflict within small and large groups and in family relationships. He has worked in mediation of multi-party conflicts, workplace disputes, family dispute resolution, complaints resolution and facilitation of stakeholder consultation.

## ◆ Contact

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