



Mastering Negotiations

AN EXPERIENTIAL APPROACH TO MASTER THE MINDSET AND SKILLS OF PRO NEGOTIATORS

SUMMARY

Negotiation is the art and craft by which decisions are made, agreements reached and disputes resolved between two or more parties. Those with the skills to consistently achieve superior results – whether in business deals, critical conversations or dispute settlement – are highly valued.

The Mastering Negotiations microcredential will help you master complicated interpersonal and emotional dynamics in negotiation, confront conflicts with more comfort and confidence, and reach richer and more sustainable solutions to difficult problems. It integrates experiential learning techniques with cutting-edge research and top negotiation cases to foster deep learning. You'll be guided through all key stages in the negotiation process to master a value-creating mindset. And you'll identify your individual negotiation style and strength, and learn how to adapt them across different situations.

KEY FEATURES

- Adopt a scientific framework of negotiation**
 Recognise negotiation phases, how to move a negotiation between phases and what needs to be done in each phase.
- Manage interpersonal dynamics and relationships**
 Learn how to capitalise on increasingly complex interpersonal dynamics that can occur in negotiating teams and multiparty bargaining.
- Improve flexibility in the face of challenges and complexity**
 Acquire the skills to solve seemingly impossible negotiation deadlocks using creative solutions such as third-party interventions.
- Build practical skills and learn from experts**
 Participate in hands-on, interactive and experiential learning delivered by renowned industry experts.

KEY DETAILS



MODE
Online



DURATION
17.5 hours over 3 weeks
(includes live virtual workshops and self-directed learning)



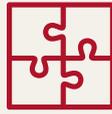
WHO SHOULD ATTEND?

- Consultants
- Entrepreneurs
- Finance professionals
- HR and IR practitioners
- Marketers
- Sales and procurement managers
- Team and project leaders



IDENTIFY YOUR NEGOTIATION STYLE

and learn to adapt across different situations



LEARN KEY NEGOTIATING SKILLS

that will help you consistently achieve superior results



DEVELOP YOUR PERSUASION SKILLS

to influence interpersonal dynamics

LEARNING OUTCOMES

- Apply a broadly applicable and rigorous negotiation framework.
- Recognise negotiation phases.
- Identify key negotiation strategies and tactics.
- Remain resourceful when high emotions are involved.
- Overcome mind traps and common negotiation errors.
- Solve seemingly impossible negotiation deadlocks.

WHAT YOU'LL LEARN

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| SESSION 1 | <ul style="list-style-type: none"> • Negotiation framework • Distributive negotiation tactics • Common mistakes in distribution negotiations |
| SESSION 2 | <ul style="list-style-type: none"> • Integrative negotiation tactics • Common mistakes in integrative negotiation |
| SESSION 3 | <ul style="list-style-type: none"> • Maximising your negotiation leverages • Identifying and adapting your negotiation style • Managing your limitations |
| SESSION 4 | <ul style="list-style-type: none"> • Managing relationships in negotiations • Processing strong emotions • Negotiating with multiple parties |
| SESSION 5 | <ul style="list-style-type: none"> • Confronting impasses and dilemmas • Third-party intervention • Agreement and execution |

WHO YOU'LL LEARN FROM



JUN GU

Jun Gu, Associate Professor of Organisational Behaviour and Human Resource Management at the Macquarie Business School, has 18 years experience in negotiation education, research and training in elite business schools in Australia, Canada and China. His research articles on negotiation have been published in top academic journals. He has been awarded competitive government and industry grants to lead projects on negotiation and management with Australian and international industry and government partners.

HOW YOU'LL LEARN

ONLINE



You'll participate in online learning and live virtual workshops using a custom-built platform. You'll also take part in e-learning independently and with your peers to embed learning.



Virtual workshops – capped to 20 participants – involve real-time, social learning where you can share and learn from your peers and your expert facilitator.

*“Let us never negotiate out of fear.
But let us never fear to negotiate.”*

John F Kennedy

FIND OUT MORE

microcredentials.mq.edu.au/courses/mastering-negotiations