

- Title : ***Commercial Negotiation and Mediation Skills for Managers and Executives***
- Format : Two days (9:30 am to 5:00 pm)
- Speaker(s) : Accredited Mediators
- Concept : Business managers and executives now spend much more time to get others to agree without realising it. Indeed, a core competency for nowadays business managers and professionals in getting successful management of projects is to achieve consensus over decisions and agreements made. The trend teamwork further calls for the proper understanding and use of negotiation and mediation skills in the daily work environment. Using lecture and workshop sessions, this course is tailor-made for business managers and aims at the improvement of personal and business skills for getting better results and, in turn, more positive successes to daily situations in the commercial environment.
- Objective : Completion of the course should enable participants to:-
- Become familiar with theories, methods and approaches in negotiation and mediation
  - Get consensus, negotiate for outcomes and mediate for successes
  - Know how to apply proven winning techniques in business projects and commercial negotiations
  - Avoid traps and pitfalls in approaching negotiation and mediation
  - Enhance the effectiveness of communications at personal and business level
  - Deal with conflicts and disputes in their daily works
- Approach : This course utilises an interactive learning approach and makes use of a combination of lectures, case review, demonstrations, situation studies and exercises in order to explain and illustrate the theories and rationale involved in practical settings.

Medium : Cantonese supplemented with English (with English handouts)

Content : The course will be divided into 2 modules:-

(a) Understanding Negotiation

- True meaning of and effective approaches in negotiation
- Re-understanding commercial disputes and differences
- Key phases in getting win-win consensus
- Negotiation tactics and counter tactics

(b) Using Mediation

- Theories and trend of mediation
- Mediation skills and practices
- Handling troubles and troublemakers in bargaining
- Preparing and planning for action in mediation

Audience : Those who should attend this course include:-

- Corporate executives and business managers
- Directors of small and medium enterprises
- Operation managers and project managers involved in commercial transactions and operations
- Financial advisors and controllers to businesses
- Parties to mediation
- Those interested or involved in commercial negotiation and mediation
- Other practitioners and consultants involved in the negotiation and mediation
- Those interested in understanding the latest development in dispute resolution