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Training program:

Effective Negotiation and Mediation

Info:

Name:	**Effective Negotiation and Mediation**
Code:	**Soft-practices-negotiate**
Category:	Soft Skills
Target audience:	hr admins developers testers management architects analysts devops po sm
Duration:	2 days
Format:	Na żywo lub on-line (z pewnymi modyfikacjami programu)

The ability to effectively negotiate deadlines, project scope and features or details of the working relationship becomes an ever important competence in modern IT. As does the ability to delicately mediate and resolve both technical and interpersonal conflicts, either within the team or between the team and the client. Unfortunately, most team and tech leaders were not prepared to effectively deal with such challenges.

This workshop is designed to fill that skill gap, teaching participants how to effectively negotiate, increase their understanding of negotiation strategies and methods used by other negotiatiors.

It's all about the content.

- Client relationship and negotiating project details
- Key skill for a product owner
- Significant skill for a team leader and teach leader

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1. The essence of negotiation

2. Effective preparation for negotiation

2.1. BATNA and alternative costs

2.2. Negotiations in one and in multiple dimensions

2.3. The role of emotion in negotiation

3. Barriers to negotiations and methods of dealing with such barriers

3.1. Most popular negotiation strategies: win-win, win-loose, positional, etc.

3.2. Negotiation and long-term relations

3.3. The Prisoner's Dilemma – game theory and what it means for negotiation

3.4. Influence and negotiation

3.5. Practical training of negotiation strategies and skills

3.6. Use of status games in negotiation

3.7. Use of interpersonal processes in negotiation

4. Methods for reducing stress

5. Types of negotiation (personal, phone, etc) and possible tools of negotiation

6. Mediation techniques and mediation situations

7. What is different about IT negotiations?