

EXCLUSIVE IN DUBAI

with Official Certification

on October 28, 29, 30 2024

MASTERING LEADERSHIP, NEGOTIATION & CONFLICT RESOLUTION

A UNIQUE 3-DAY MASTERCLASS IN DUBAI
28-30 Oct. 2024

An Overview of Content – 3 DAY programme

Given by

Paul Fisher
and
Prof. Steve A. Tineo

These modules are part of the similar programme taught at
Saïd Business School at the University of Oxford.

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W³ASSERTIVE
The Art of Ethical Negotiation

in association with
 **ENLIGHTENED**
MINDS

MASTERING LEADERSHIP, NEGOTIATION & CONFLICT RESOLUTION

Day 1

8.30 – 9.00: Welcome breakfast

9.00 - 10.45: THE SELF - “APTITUDE VS ATTITUDE” – EMOTIONAL INTELLIGENCE AT THE SERVICE OF YOUR PERFORMANCE AND OF YOURSELF”.

Explore the intricate interplay between aptitude and attitude, with a specific focus on emotional intelligence. Learn how emotions shape your effectiveness in various aspects of life and gain practical tools to harness emotional intelligence to your advantage. Elevate your decision-making, communication, and leadership skills by understanding the profound impact of your emotional landscape. We embark on a journey of self-discovery and consciousness as we delve deep into the core of your identity. Uncover the layers that make you unique and understand the profound impact of self-awareness on personal and professional success. This module sets the foundation for a transformative experience, equipping you with the insights needed to navigate life with purpose, authenticity and efficiency.

10.45 - 11.00: Break

11.00 – 12.30: “APTITUDE VS ATTITUDE” – CONTINUE...

12.30 – 13.30: Lunch

13.30 – 15.00: The Key Principles of Leadership & Negotiation.

Participants will learn the fundamental tools and principles behind leadership and negotiation and the intellectual and psychological strands that underpin it. Areas that will be covered will include: the importance of distinguishing between positions and interests; how people view the same issues differently, and how notions of high value and low cost allow you to trade across issues. We look closely at the value of questioning, listening and investigative negotiation (which is so important in generating additional value); distributive versus integrative negotiations; the importance of defining a shared objective, and the core frameworks for negotiation around BATNAs, reservation values, IVTs, first offers, and other situations. All these principles will then be examined in further detail throughout the programme.

15.00 – 15.30: Break

15.30 - 17.00: Multi-party negotiation

- The commodity purchase - involving the purchase of pheasant eggs on the Spot Market.
- The Sally Soprano simulation - The Sally Soprano case is a salary negotiation between the agent for an opera singer and a theatre company.

16.45 - 17.30: Closing (programme leaders will stay until 18.30 for informal discussions)

- What are your three main takeaways?
- What are your commitments?
- Questions and answers

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Day 2

8.30 – 9.00: Welcome breakfast

9.00 - 10.45: Integrative negotiations - how to add value in negotiations.

Many negotiations fall into two categories: distributive negotiations (which involve negotiating over a fixed amount of value) and integrative negotiation (where each side seeks to create value and find an agreement beneficial to both parties). This module examines how to add value in negotiations; the different approaches to negotiation based on power, framing, and interests; the sharing of information and problem-solving to create additional value, the importance of trading across issues and generating alternative solutions, and how to tackle the negotiator's dilemma as well as the tension between using cooperative and competitive tactics in negotiation.

10.45 - 11.00: Break

11.00 – 12.30: Negotiation styles and managing emotions in negotiations.

American writer Carl Buechner said: *"they may forget what you said, but they will never forget how you made them Feel."* In this session, participants will learn how emotions can have an impact on negotiations, how to combat anxiety and disappointment, and how to deal with angry counterparts, so that trust and value at the negotiation table isn't eroded. Participants will also be asked to shine a light on their own negotiation style, undertaking the Thomas-Kilmann conflict mode instrument, and learn how different negotiation styles can be used strategically. Power dynamics in a negotiation will also be covered.

12.30 – 13.30: Lunch

13.30 – 15.00: How we receive and act on information in negotiations.

A crucial element in effective negotiation is self-awareness and an understanding as to why we make the decisions we do. Too often when we make decisions, we are guilty of inadequately exploring alternatives and taking 'lazy', intuitive psychological short-cuts. Taking these mental shortcuts – known as heuristics – can have a highly negative impact, particularly in a negotiation or when making important decisions. This session will argue that, through a better understanding of how we interpret and act on information, one can frame information for positive gain, better understand why our counterpart(s) might be behaving as they are and ensure that we are not vulnerable to biases ourselves.

15.00 – 15.30: Break

15.30 -16.45: Simulation

- Pacific Sentinel - One-to-one simulation where two people within the same company will be negotiating and trading on a wide variety of different issues.

Participants will take part in a group decision-making exercise, where they will have to make a time-pressured decision on whether to enter a car in a competitive race. Instructions for this exercise will be handed out in class. No advance reading is required.

16.45 - 17.30: Closing (course leaders will stay until 18.30 for informal discussions)

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18.30 – 21.30: Surprise team building activity

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Day 3

8.30 – 9.00: Welcome breakfast

9.00 - 10.45: “BECOME AN EXPERT IN NEGOTIATION: MANAGE EMOTIONS, OVERCOME FEARS AND BREAK LIMITING BELIEFS.”

Negotiation is an art, and mastering it requires a deep understanding of oneself. This module is a masterclass in negotiation, focusing on managing emotions, overcoming fears, challenging beliefs, and transcending limitations. Equip yourself with the skills to navigate complex negotiations successfully, ensuring mutually beneficial outcomes.

10.45 - 11.00: Break

11.00 – 12.30: **Simulation** – Participants will be part of a simulation called Myti-Pet, a negotiation between a dry cat and dog food producer (Myti-Pet) and a US conglomerate that provides Myti-Pet with its meat flour (Rawmat). The simulation has been designed to put emotions to the fore. How will you deal with this?

12.30 – 13.30: Lunch

13.30 – 15.00: “INTERNAL CONFLICTS VERSUS EXTERNAL CONFLICTS: EMBRACING EMOTIONAL MASTERY TO TRIUMPH IN NEGOTIATIONS AND CONFLICT RESOLUTION.”

Dive into the dynamics of conflicts, within yourself and between people, to discover the power of understanding and managing emotions in negotiation and conflict resolution. Gain insights into resolving disputes with empathy, fostering collaboration, managing emotional blocks and issues, and creating win-win-win solutions. This module is a roadmap to becoming a skilled negotiator and a proficient conflict resolver.

Complex, multi-issue negotiations. Participants will put into practice some of the key skills required for complex, multi-issue and multi-party negotiations, we will focus on areas such as the importance of process, the dual role of facilitator and negotiator, information gathering, mandates, negotiating issues as a package – and much more.

15.00 – 15.30: Break

15.30 -16.45: **Complex, multi-issue negotiations.**

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Harborco case simulation: Participants will engage in a more complex, multi-issue negotiation on the building of a deep-water seaport.

16.45 - 17.30: **Wrap up.** In the final, short wrap-up session, all the different strands of learning will be brought together, with an overview of the journey taken together over the three days and some final thoughts as to how to incorporate these tools and methodologies into participants' everyday working lives.

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17.30: Closing

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