



### **Seminar: Win-Win Negotiations: Tactics & Skills**

#### **Course description:**

The role of key people in any organization and industry is almost constantly up for negotiation. The advantages of negotiation in business cannot be underestimated. Achieving a beneficial agreement is the ultimate goal when doing business negotiations. But it is only those that are mutually beneficial that truly bear fruit. Often, this could be the determining difference between business that thrive and those which are merely maintained. Negotiators need to cooperate with bargaining counterparts to create value for both sides. The knowledge of the different strategies, tactics and skills required for such purpose is therefore important in every negotiation. The aim is to win, not by defeating the other side but by winning them over to jointly explore and choose the best options to be agreed in their business relationship.

#### **Course aims:**

Often the choice is not 'if' we will enter into negotiations but 'how' we get through them. More importantly how we get through them to a successful deal. The way in which we approach the other side and the issues to be negotiated as well how we choose to elaborate arguments are all essential elements of the negotiation process that will be analysed with practical examples and exercises during the course, setting as a goal the achievement of a win – win business deal.

#### **The course is addressed to:**

- Members of the Board of Directors of companies and organizations
- Scientific staff of companies and organizations that are assigned with the task of negotiating deals
- Professional business consultants & advisors

**Upon completion of this training participants will be able to:**

- Understand the benefits of win-win negotiations;
- Understand the importance of preparation before a negotiation;
- Manage theirs and their counterparts emotions during the negotiation;
- Acknowledge the challenges in multiparty negotiations;
- Anticipate and respond to tough questions;
- Enhance their listening skills so as to listen carefully and effectively;
- Acknowledge the skills and tactics required and be able to put them in practice so they can achieve mutually beneficial agreements.

**Course information:**

- ✓ Language: **Greek**
- ✓ Duration: **7 hours**
- ✓ Certificate of attendance

**Trainer:**

Melina Karaolia, LLB (Hons), Barrister at Law, MCI Arb

Melina is a Partner at M. Eliades & Partners LLC since 2008. Her work encompasses a diverse range of corporate and litigation matters. She advises clients in multiple commercial, civil law issues and business law disputes. She concentrates on corporate and commercial litigation and arbitration. She advises and represents clients in international corporate transactions, commercial contracts, mergers and acquisitions and legal matters relating to corporate project structuring and business development.

Her multiple practice areas also include insurance law, company redomiciliations and competition law. Melina has further received training and experience in the negotiation and drafting of contracts for Oil and Gas by the leading oil and gas lawyer J. Jay Park QC and the international legal adviser in Energy and Mining Dr. William T. Onorato. She is currently a Member of the Association of International Petroleum Negotiators. Melina is a qualified Arbitrator in Cyprus and Member of the Chartered Institute of Arbitrators in London. She has also been trained and is currently actively interested in working with Mediation. She is an accredited and registered Mediator in Cyprus and has recently obtained the EMTPJ cross-border mediation certification, specializing in the settlement of international commercial disputes. In recent years she has been training professionals and company officials on improving their negotiation skills and has further been delivering trainings in "International Mediation" in association with an established training center from Belgium and Mr. Willem Meuwissen, a renowned and well established mediator in Belgium.

Melina is also an accredited and registered as an independent Insolvency Consultant in Cyprus. She graduated from the Law School of the University of East Anglia, UK, with an LLB Honors degree. Melina holds a diploma in International Commercial Arbitration from Queen Mary University (London) and is a qualified Barrister-at-Law, a member of Gray's Inn London and the Cyprus Bar Association.

**General information:**

**Date(s):**

**14 March 2018, Time: 08:30-16:25,**

Venue: **Strovolos Cultural Centre, Nicosia**

**Seminar fee:**

- **Initial cost - €333**
- **HRDA subsidy - €238**
- **Amount payable after HRDA subsidy- €158.27 (Incl. VAT)**

**Registrations:**

<http://www.infocreditgroup.com/services/be-spoke-hrda> .

*The registrations close 2 days before the starting date of the seminar. **For further information:** tel.: 22398000/22398221 or email:[training@infocreditgroup.com](mailto:training@infocreditgroup.com).*

## Seminar schedule:

<b>Seminar title: «Win - Win Negotiations: Tactics &amp; Skills »</b>				
1 meeting x 7 hours, 08:30am-16:25pm				
Venue: Strovolos Cultural Centre, Room: ENA, 34 Arch Kiprianos, 2059, Strovolos, Nicosia.				
Tel.: 22311534				
Day(s) & Date(s): Wednesday 14/03/2018				
Day 1:				
Periods *		Duration *	Content	Trainer (s)
from	to	(ώρες : λεπτά)		
08:30	10:00	1.30	<ul style="list-style-type: none"> <li>Icebreaker</li> </ul> The nature of the business in business negotiations <ul style="list-style-type: none"> <li>Knowledge of the business environment and its special features</li> <li>Multiparty Negotiations</li> <li>Multi – topic Negotiations</li> <li>Considerations before the game begins</li> <li>Assessing your organization’s negotiating capacity</li> </ul>	Melina Karaolia
10:00	10:30	0.30	Preparation & setting up a strategy <ul style="list-style-type: none"> <li>Failing to prepare is preparing to fail – the importance of coming prepared to negotiations</li> <li>The steps of preparation for negotiations</li> <li>Using a Negotiation Preparation Worksheet</li> <li>Setting Targets</li> <li>Understanding your BATNA</li> <li>Understanding the other side’s BATNA</li> <li>Mind mapping negotiation skills</li> <li>Anticipating pitfalls</li> <li>Information and Confidentiality</li> </ul>	Melina Karaolia
10:30	10:45	0.15	Break	
10:45	11:45	1.00	<ul style="list-style-type: none"> <li>Preparation &amp; setting up a strategy (continue)</li> </ul>	Melina Karaolia
11:45	13:15	1.30	Negotiation strategies <ul style="list-style-type: none"> <li>Strategies for creating value at the negotiating table</li> <li>Set the stage for success</li> <li>Making the offer / Asking for reciprocation</li> <li>Exploring options and interests</li> <li>Acting or Reacting?</li> <li>Productive Negotiation</li> <li>Dealing with difficult people</li> </ul>	
13:15	13:40	0.25	Lunch	
13:40	15:10	1.30	Bargaining tactics & Negotiation skills <ul style="list-style-type: none"> <li>Incorporating emotional preparation in negotiations</li> <li>How to ease tension and build trust</li> <li>Managing a crisis</li> <li>How to deal with hard bargaining tactics</li> </ul>	Melina Karaolia

			<ul style="list-style-type: none"> <li>• The impact of gender and cultural differences at the negotiation table</li> <li>• Body Language in the negotiation process</li> <li>• Listening skills</li> <li>• Case studies and practical exercises will be used to illustrate all of the above</li> </ul>	
15.10	15:25	0.15	Break	
15:25	16:25	1.00	Simulation exercise <ul style="list-style-type: none"> <li>• The participants will be divided into two groups and be given two versions and assigned roles of a negotiation case study. They will be expected to use the script to prepare for a negotiation. Then they will be called to directly negotiate with each other and feedback will be given at the end of the exercise.</li> </ul>	Melina Karaolia

Total Net duration \*\*\* 7:00

Kind regards,  
 Infocredit Professional Education team