

12 czerwca 2018  
Centrum Konferencyjne  
Golden Floor Tower



# ***ENGLISH NEGOTIATION SKILLS***



CERTYFIKAT  
UCZESTNICTWA



MATERIAŁY  
SZKOLENIOWE



DOŚWIADCZONY  
TRENER



# Michał Chmielecki

## *Trener*

I have over 10 years of extensive international experience in management consulting, corporate training and education. I've consulted and trained members of such institutions as:

US Army, Ministry of Foreign Affairs of the Republic of Poland, Ministry of National Defence of the Republic of Poland, Ministry of the Interior and Administration of the Republic of Poland, Polish Army including General Staff of the Polish Armed Forces, Chancellery of the Sejm, The Chancellery of the Prime Minister, National Security Bureau, Ministry of Justice of the Republic of Poland, Ministry of Finance of the Republic of Poland, Centre for Aerospace Research, Polish Oil and Gas Company, Polish Gas Company, Tauron Polish Energy, PriceWaterhouseCoopers, IBM, Accenture, HSBC, Infosys, Fujitsu, Airbus Group, General Electric and many others.

I currently work as an assistant professor at Clark University (USA) and SWPS University of Social Sciences and Humanities (Poland). I also cooperate with Polish Institute of Foreign Affairs. I serve as the associate editor of the Journal of Intercultural Management. I've co-authored several books and published more than 70 scientific articles in the areas of management and leadership.

**Does your work require highly developed negotiation skills?**

**Does the future of the company depend on the skills affecting the decisions of others?**

**Have you always wanted to run negotiations and direct the rules of them?**

This training session prepares the participants for professional and effective negotiations with business partners. You will experience the great power of managing conversations and using hard arguments. Understanding the tricks and negotiation tricks will protect you from submissiveness and strengthen your self-confidence. The training is a workshop and based on stimulating interactive exercises.



## *Key Takeaways*

- Be able to effectively prepare and plan for negotiations.
- Learn key characteristics that make a good negotiator
- Approach negotiations in a strategic way
- Understand your own conflict resolution styles as well as the negotiating styles of the other side
- Understand critical stages of negotiation
- Learn persuasion skills and meeting the interests of all parties

## *The training is addressed to:*

- Account managers, directors
- Specialists working in sales, production, sales
- Specialists working with corporate clients
- Specialists of legal departments
- Anyone running negotiations and representing company interests externally

# PROGRAM

## 9:00 Registration of participants

## 9:30 Principles of conflict management

- Dos and don'ts: Managing conflict effectively
- Conflict management styles test - learn how you approach and manage conflicts
- Learn how to choose particular conflict management styles

## Negotiation dynamics

- Negotiation process architecture and phases
- BATNA
- ZOPA
- WATNA
- MLATNA
- Power in negotiations

## 11:00 Coffee break

## 11:15 Negotiation Simulation

- Presentation of a negotiation scenario, background information and confidential instructions
- Assigning negotiation roles
- Teams negotiate and re-negotiate with counterparts
- Debriefing session - outcome analysis and lessons learned

### Planning in negotiations

- Preparation and planning tools – practical tools that will help you prepare for every negotiation

## Debriefing negotiations

In this session you will learn how to professionally debrief negotiations i.e. analyze the results of the negotiations, the negotiation process, strategies and tactics.

## Negotiation Simulation

- Presentation of a negotiation scenario, background information and confidential instructions
- Assigning negotiation roles
- Teams negotiate and re-negotiate with counterparts
- Debriefing session - outcome analysis and lessons learned

## Improving communication skills

- Principles of effective communication in a negotiation setting
- Improving listening skills
- How to spot deception?
- How to defend against manipulation?
- Persuasion
- Argumentation
- „Power words”
- Improving emotional intelligence

## 13:00 Lunch

## 14:00 Negotiation strategies and relations with partners

- Distributive and integrative negotiation strategies
- The selection of negotiation strategies based on the type of negotiation and the type of partner
- Distinguishing between interests, issues and positions.
- Building relationships
- Negotiation tactics and techniques
- Handling objections
- Overcoming negotiation impasse
- Tips and tricks

## 15:00 Coffee break

## 15:15 Problem-solving techniques for distributing value and strengthening relationships

### Negotiation Simulation

- Presentation of a negotiation scenario, background information and confidential instructions
- Assigning negotiation roles
- Teams negotiate and re-negotiate with counterparts
- Debriefing session - outcome analysis and lessons learned

Heighten your awareness of your strengths and weaknesses as a negotiator

## 16:30 Handing certificates to participants

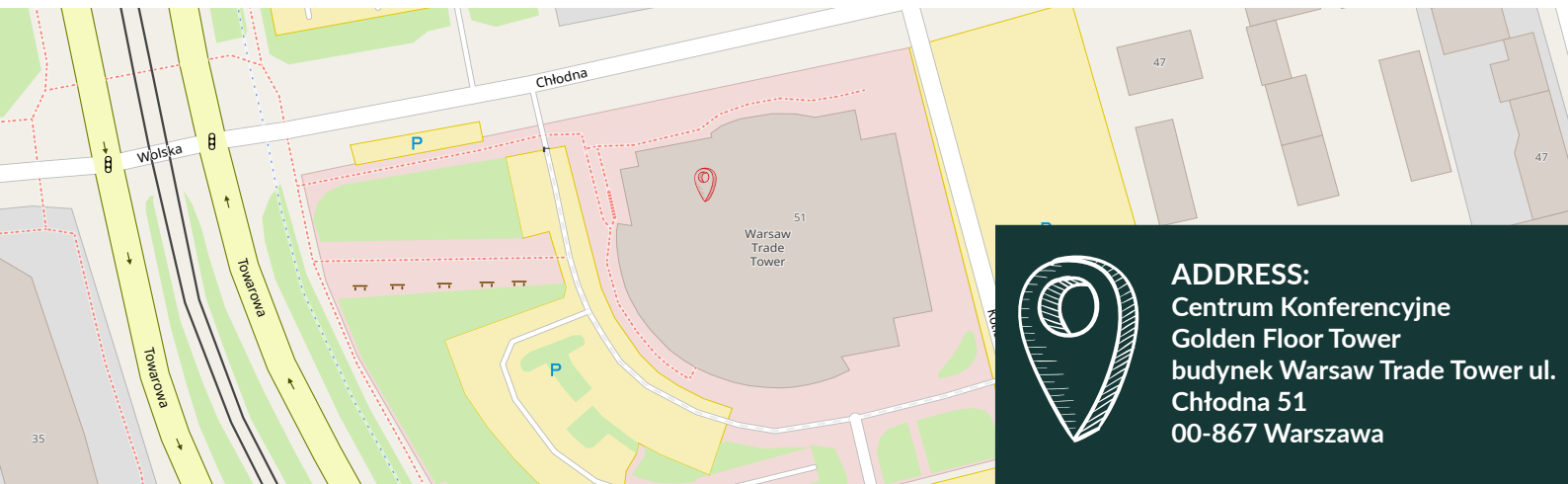
## BENEFITS

- Downloading electronic materials
- Close groups
- 8 hours of training
- Lunch and coffee break
- Participation certificate

## PARTICIPATION

### NATALIA PIASECKA

Trainings Organization Specialist  
 Trainings Department  
 T: +48 22 379 29 40  
 e-mail: n.piasecka@mmcpolska.pl



**ADDRESS:**  
 Centrum Konferencyjne  
 Golden Floor Tower  
 budynek Warsaw Trade Tower ul.  
 Chłodna 51  
 00-867 Warszawa

MMC Szkolenia is the brand which belongs to the MMC Polska Group, set up to take care of the qualifications of the staff and to improve personal skills of team members. We believe that this knowledge translates into an increase in the efficiency of the company and the growth of organizations in the microenvironment. Our offer is aimed at companies which enhance workforce development, are aware that people are the core of the company and the improvement of their skills boosts the positive results for the whole organization. The offer consists of a single trainings aimed at developing soft skills, as well as comprehensive training packages in which the participant goes through the process of education, starting with the building of self-awareness, and finishing with the development of skills related to improving the competence of the management team.