

Negotiation Skills

Investment Studies Center (ISC) @ Union of Investment Companies are delighted to invite you to a training program to equip you with the necessary tools and techniques to negotiate effectively in the banking and financial services industry, according to the following details:

يسر مركز دراسات الاستثمار لدى اتحاد شركات الاستثمار الإعلان عن تنظيم برنامج تدريبي لتزويدك بالأدوات والتقنيات اللازمة للتفاوض بفعالية في صناعة الخدمات المصرفية والمالية، وفقاً للتفاصيل الآتية:

Training Program: Negotiation Skills البرنامج التدريبي:

Instructor: Dr. Arezou Harraf المحاضر:

Dates: (Monday), 11th November 2024 التاريخ:

Timing: 09:00AM – 02:00PM الوقت:

Language: English لغة البرنامج:

Venue: In Person at UIC Premises المكان:

Course Details, Registration & Fees in link below تفاصيل البرنامج، التسجيل والرسوم في الرابط أدناه

<http://unioninvest.org/upcomingevents.aspx>

Registration is open according to availability

Discounted Fees for UIC Members KWD 95 الرسوم بعد الخصم لأعضاء الاتحاد

Non-Members KWD 125 غير أعضاء الاتحاد

Negotiation Skills

Introduction:

Welcome to the Negotiation Skills Training for Banking and Financial Services Professionals. In today's competitive business environment, negotiation skills are essential for success. This training is designed to equip you with the necessary tools and techniques to negotiate effectively in the banking and financial services industry. Whether you're negotiating deals with clients, vendors, or internal stakeholders, this training will help you achieve win-win outcomes and strengthen your professional relationships. Throughout the training, participants will have opportunities for reflection, discussion, and feedback to reinforce learning and improve their negotiation skills in the banking and financial services industry.

Outline:

1. Understanding Negotiation Basics

- ❖ Definition and importance of negotiation in banking and financial services.
- ❖ Key principles of negotiation: interests, options, alternatives, and legitimacy.
- ❖ Different negotiation styles and their effectiveness in various situations.

2. Preparation and Planning

- ❖ Setting negotiation goals and objectives.
- ❖ Conducting research and gathering information.
- ❖ Identifying BATNA (Best Alternative to a Negotiated Agreement) and reservation points.

3. Effective Communication in Negotiation

- ❖ Active listening techniques.
- ❖ Nonverbal communication cues and their impact.
- ❖ Building rapport and trust with counterparts.

4. Negotiation Strategies

- ❖ Distributive vs. integrative negotiation approaches.
- ❖ Tactics for creating value and maximizing outcomes.
- ❖ Handling concessions and trade-offs effectively.

5. Managing Difficult Negotiations

- ❖ Dealing with aggressive or difficult counterparts.
- ❖ Managing emotions and maintaining professionalism.
- ❖ Strategies for de-escalating conflicts and finding common ground.

6. Closing the Deal

- ❖ Techniques for reaching agreements and closing deals.
- ❖ Drafting clear and enforceable agreements.
- ❖ Following up after negotiations to ensure implementation.

Detailed Modules and Hands-on Activities:

1. Understanding Negotiation Basics

- ❖ Module: Introduction to Negotiation
 - Lecture on negotiation fundamentals and their relevance in the banking and financial services sector.
- ❖ Hands-on Activity: Case Study Analysis
 - Analyze a real-world negotiation case study within the industry and identify key negotiation principles at play.

2. Preparation and Planning

- ❖ Module: Preparation Strategies
 - Workshop on setting SMART negotiation goals and conducting SWOT analysis.
- ❖ Hands-on Activity: Role-play Simulation
 - Participants will prepare and role-play negotiation scenarios based on provided case studies, emphasizing the importance of preparation.

3. Effective Communication in Negotiation

- ❖ Module: Communication Techniques
 - Presentation on active listening, empathetic communication, and building rapport.
- ❖ Hands-on Activity: Communication Role-plays
 - Participants will engage in role-plays to practice active listening and conveying empathy in negotiation scenarios.

4. Negotiation Strategies

- ❖ Module: Strategy Development
 - Discussion on distributive vs. integrative negotiation strategies and when to apply each.
- ❖ Hands-on Activity: Negotiation Simulation
 - Participants will engage in a negotiation simulation exercise, applying different negotiation strategies to achieve their objectives.

5. Managing Difficult Negotiations

- ❖ Module: Conflict Resolution
 - Lecture on conflict management techniques and strategies for dealing with difficult counterparts.
- ❖ Hands-on Activity: Conflict Resolution Workshop
 - Role-play exercises where participants practice resolving conflicts and managing difficult negotiations.

6. Closing the Deal

- ❖ Module: Closing Techniques
 - Presentation on effective closing techniques and securing agreements.
- ❖ Hands-on Activity: Negotiation Role-play with Feedback
 - Participants will negotiate a final scenario, receiving feedback from peers and the trainer on their negotiation skills and techniques.

Training Objectives- By the end of this training, participants will:

1. Understand the fundamental principles of negotiation.
2. Learn practical techniques to prepare for and conduct negotiations in the banking and financial services sector.
3. Develop strategies for handling difficult negotiations and resolving conflicts.
4. Enhance communication skills to build rapport and trust during negotiations.
5. Apply learned concepts through hands-on activities and real-world scenarios.

Target Audience:

- ❖ All Staff

Expert's Profile: Dr. Arezou Harraf

An experienced educator, Dr. Arezou Harraf holds a Ph.D. in Technology Management and Human Resource Training and Development. She serves as the Head of the Department of Business Studies at Box Hill College Kuwait. She is a Visiting Assistant Professor at the University of Nevada Las Vegas during the summer term. She also serves as an academic advisor for several MBA students at Maastricht University.

Dr. Harraf is the founder and CEO of Learn & Evolve LLC. In this capacity, she helps organizations use strategy, science, and psychology to address workforce challenges such as low performance, productivity, turnover, and retention issues. Moreover, Dr. Harraf is co-founder of Amplify Women Leadership Boot-camp to train women with skills to help them advance to executive positions within their organizations and or become successful venture creators and entrepreneurs. With a focus on the future of technology and HR, she consults with organizations on improving existing in-house technology platforms to enhance features relating to HR and employee needs.

Dr. Harraf is vice-chairperson of the Board of Directors at ABCK-Am-Cham Kuwait, where she also leads the Women in Business and Knowledge Economic focus groups and holds additional memberships in the Academy of Human Resource Development, Academy of Human Resource Management, Chartered Institute of Personnel Development, Academy of Management, Women of Tech in MENA, and Graduate Women in Science.