



Negotiating & Dispute Resolutions

Achieving Better Negotiated Outcomes and Lasting Results

04 - 08 August 2019

17 - 21 November 2019

15 - 19 March 2020

Dubai, United Arab Emirates



08-MAY-19



➤ Negotiating & Dispute Resolutions

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Training Course Overview

Are you expected to negotiate and achieve a better result than seems possible? We often face stressful negotiating situations and may also experience the added pressure of high expectations from others on our team.

This very popular COPEX training course will help you to develop a practical framework which may be applied to a wide range of negotiations. You will gain the skills to prepare effectively and priorities the value of elements for discussion which is vital to securing the best negotiated outcome. The course tutor will also guide you through many practical examples and exercises to boost your confidence in the conversational art of negotiating.

Training Course Objectives

By the end of this COPEX training course, you will be able to:

- Demonstrate an understanding of the four key stages in negotiation
- Effectively apply techniques to research the other negotiator's position, strengths and weaknesses
- Prepare key messages and statements that you will use during the process
- Discover the art of persuasive language
- Motivate and engage negotiators to gain commitment and achieve success
- Understand the importance of timing in a negotiation scenario

THE CERTIFICATE

- Copex Certificate of Attendance will be provided to delegates who attend and complete the course



Designed For

This COPEX training course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who want to achieve more through negotiation
- Senior managers involved in negotiating change management programmes
- Team leaders, supervisors, section heads and managers who frequently get involved in negotiations
- Project management team leaders
- Procurement teams
- Anyone who wants to become a leader in their work role and will have to negotiate with staff
- Project, purchasing, finance & production officers and personnel
- Technical professionals including those in Maintenance, Engineering & Production

Training Course Outline

Amongst a wide range of valuable topics, the following will be prioritised:

- Defining the key stages in any negotiations
- Understanding how disputes arise and how to avoid escalation
- Negotiation positions and interests
- Understanding your preferred style of negotiating
- Non-verbal communication and interpreting body language
- The power of persuasion and influence
- Determining the power balance and the negotiation table
- Leading negotiating teams
- Key tactics and ploys used in negotiation
- Evaluating and establishing priorities to meet crucial deadlines

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Date	Venue	Fees (USD)
04 - 08 Aug 2019	Dubai, UAE	\$4,950
17 - 21 Nov 2019	Dubai, UAE	\$4,950
15 - 19 Mar 2020	Dubai, UAE	\$4,950

This fee is inclusive of Documentation, Lunch and Refreshments may be subjected to 5% VAT

REGISTRATION DETAILS (PLEASE USE BLOCK CAPITALS)

Salutation: First Name: Last Name:
Designation: Company:
Tel No.: Mobile No.: Fax: E-Mail:
Mailing Address:
City: Country: Zip Code:

AUTHORISATION (AUTHORISED BY)

Salutation: First Name: Last Name:
Designation: Company:
Tel No.: Mobile No.: Fax: E-Mail:
Mailing Address:
City: Country: Zip Code:

MODES OF PAYMENT

Please Invoice My Company

Please Invoice Me

Cheque Payable To Copex

Hotel Accommodation

Hotel accommodation is not included in the Registration Fee. Special rates and limited number of rooms are available for attendees wishing to stay at the hotel venue.

Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

Cancellations & Substitutions

Cancellation must be made in writing 2 weeks prior to the commencement of the course. A service charge of US\$ 250 will be applicable. Thereafter, full payment is required, but a substitute delegate is welcome at no extra charge.

copex

Your Strategic Partner in Talent Development

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