COURSE OVERVIEW
The Breakthrough Negotiations course is designed for those who strive for better negotiation outcomes and who seek richer, more sustainable negotiation agreements.

You will be guided through all key stages in the negotiation process, from preparation through to post-negotiation debriefing. The course draws on international research, negotiation cases and uses carefully designed experiential learning techniques to foster deep learning. You will identify your individual negotiation style and learn how to adapt it to effect positive results across different situations, using contemporary cases to identify common mistakes and illustrate best practices in negotiation.

The course is geared towards helping negotiators achieve better and more consistent results. Whether in business deals, critical conversations or when settling disputes, this course will help you achieve your key goals as well as develop and maintain your important professional relationships.

COURSE INFORMATION

DURATION
2 days

LOCATION
North Ryde campus
99 Talavera Road, Macquarie Park NSW 2113

WHO SHOULD ATTEND?
For individuals, effective negotiation pays off in better financial outcomes, an increased profile, a more fulfilling career and better relationships.

For companies and organisations, effective negotiation impacts the quality of networks, stakeholder engagement, bottom-line results and increased agility through sound commercial arrangements.

• All managers, from frontline through to senior levels
• Sales and procurement managers
• Human resources and industrial relations practitioners
• Anyone wishing to improve their negotiation outcomes

COURSE FACILITATOR
DR ANDREW HEYS

Dr Andrew Heys is the Director for International Engagement, Macquarie Business School.

During his 15-year career in management education and consulting, Andrew has worked with a diverse array of blue-chip Australian and international organisations. For nearly a decade, he has coordinated Negotiation Theory and Practice, one of the most popular courses in the Master of Business Administration offered by the Macquarie Graduate School of Management (MGSM).

Andrew is a recipient of the MGSM Dean’s Outstanding Teacher Award. He comments regularly in the Australian media.

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**COURSE OBJECTIVES**
This course teaches you a framework for analysing negotiation to help you adapt to changing negotiation dynamics during execution, leading to more predictable and consistent outcomes. It will impart a reliable set of skills including the skills of analysis and planning, and the ability to read others, persuade and influence interpersonal dynamics and give participants deep insights into how to execute effective communication across many different media.

It is feasible that some untrained negotiators may find success with instinct or through positional power, but without a clear framework, dedicated practice and good feedback, results are likely to be mixed when critical variables change. Breakthrough Negotiations teaches a framework for analysing negotiation and helps you adapt to changing negotiation dynamics during execution, leading to more predictable and consistent outcomes.

**COURSE OUTCOMES**
- Apply a broadly applicable and rigorous negotiation framework to your specific context
-Overcome thinking errors that lead to poor negotiation decisions
-Identify key leading negotiation strategies and learn when to use each one
-Recognise and respond to tactics
-Recognise negotiation phases, how to move a negotiation between phases and what needs to be done in each phase
-Remain resourceful when high emotions are involved
-Use communication skills across a range of media
-Bridge the gap between ‘knowing’ and ‘doing’ so that you can put the skills into practice

**COURSE TIMETABLE**

| DAY 1 | - Negotiation framework  
|       | - Common mistakes in negotiation  
|       | - Strategies and tactics in negotiation  
|       | - Recognising and influencing five key negotiation phases  
|       | - Recognising and adapting your negotiation style  
|       | - The critical role of framing  
| DAY 2 | - Managing conflict and tension in negotiation  
|       | - Dealing with strong emotions  
|       | - Communicating effectively across different channels  
|       | - Negotiation deadlocks  
|       | - Building common ground  
|       | - Agreement and execution  

“Andrew will teach you that, no matter how skilled and experienced you are as a negotiator, your negotiation skills can, and must, always be fine-tuned and improved. Andrew’s course equipped me with extremely powerful insights, frameworks and tools – all of which, in addition to allowing me to improve my negotiation skills constantly, give our clients and investments a significant edge when deployed in negotiations we conduct as part of our role as a provider of complex commercial and legal services to innovators.”

Sam Hajjar
Alan Knott Medalist
MANAGING DIRECTOR
THE SALJAR GROUP