Mastering Negotiations
AN EXPERIENTIAL APPROACH TO MASTER THE MINDSET AND SKILLS OF PRO NEGOTIATORS

COURSE OVERVIEW
Negotiation is the art and craft by which decisions are made, agreements reached, and disputes resolved between two or more parties. Mastering Negotiations is designed to help you master complicated interpersonal and emotional dynamics in negotiation, confront conflicts with more comfort and confidence, and reach richer and more sustainable solutions to difficult problems.

This course integrates experiential learning techniques with cutting-edge research and top negotiation cases to foster deep learning. Participants are guided through all key stages in the negotiation process to master the value-creating mindset and skills. Participants will identify their individual negotiation style and strength, and learn to adapt them across different situations.

Mastering Negotiations is geared toward helping negotiators consistently achieve superior results, whether in business deals, critical conversations or when settling disputes. This course will help you achieve key outcomes as well as building important professional relationships and network.

COURSE INFORMATION

**MODE**
Virtual Learning

**DURATION**
17.5 hours over 3 weeks (includes Live Workshops and Online Learning)

**TIME**
1.30pm-4.00pm AEST

**WHO SHOULD ATTEND?**
Professionals who are pursuing a career in marketing, consulting, financial services, entrepreneurship, and other areas that require skills in bargaining, persuasion and influence, including:
- All managers, from frontline to senior levels
- Sales and procurement Managers
- HR and IR practitioners
- Team and project leaders

TO ENROL
Corporate and Professional Education
T: (02) 9850 9016
E: professional.education@business.mq.edu.au
/mqbs-shortcourses

FIND OUT MORE
mq.edu.au/business/professional-education

MASTERING NEGOTIATIONS
**COURSE OBJECTIVES**

This course teaches participants a framework for analyzing negotiation to help them 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, the ability to persuade and influence interpersonal dynamics, the ability to understand and manage strong emotions, and the capability to build high-quality and long-lasting professional relationships.

For individuals, this course will help you achieve better financial outcomes, elevate your professional profile, build a more fulfilling career and enjoy better relationships.

For companies and organisations, this course will optimize the quality of networks, enhance stakeholder engagement, boost bottom line results and increase agility through sound commercial arrangements.

**COURSE OUTCOMES**

- **Adopt a scientific framework of negotiation**: Apply a broadly applicable and rigorous negotiation framework to the specific negotiation contexts. Recognise negotiation phases, how to move a negotiation between phases and what needs to be done in each phase.

- **Develop pro negotiation skills**: Identify key negotiation strategies and tactics and know when to use one. Recognise and counter the other-party’s tactics. Overcome mind traps and common negotiation errors. Remain resourceful when high emotions are involved.

- **Manage interpersonal dynamics and relationship**: You will learn about what role relationships play to enable agreements and their implementation, and understand how to capitalize on increasingly complex interpersonal dynamics, such as negotiating teams and multi-party bargaining.

- **Improve flexibility in the face of challenge and complexity**: Uncertainty, complexity and ambiguity in negotiations frequently lead to impasses and deadlocks. You will learn how to solve seemingly impossible negotiation deadlocks using creative solutions such as third party interventions.

**WHAT YOU WILL LEARN**

**SESSION 1**
- Negotiation framework
- Distributive negotiation tactics
- Common mistakes in distribution negotiations

**SESSION 2**
- Integrative negotiation tactics
- Common mistakes in integrative negotiation

**SESSION 3**
- Maximising your negotiation leverages
- Identifying and adapting your negotiation style
- Managing your limitations

**SESSION 4**
- Managing relationships in negotiations
- Processing strong emotions
- Negotiating with multiple parties

**SESSION 5**
- Confronting impasses and dilemmas
- Third party intervention
- Agreement and execution

**COURSE FACILITATOR**

**ASSOCIATE PROFESSOR JUN GU**

Jun is an Associate Professor of Organizational Behaviour and Human Resource Management in Macquarie Business School. Jun has 18 years of experience in negotiation education, research, and training in elite business schools in Australia, Canada and China. His negotiation research articles have been published in top academic journals and he has been awarded competitive government and industry grants to lead projects on negotiation and management with both Australian and international industry and government partners.

**HOW YOU WILL LEARN**

**VIRTUAL LEARNING**

Over the duration of your course, you will participate in online learning and live workshops utilising a custom built platform for your learning. You will also take part in e-learning independently and with your peers to embed learning.

Virtual workshop sessions bring a real-time, social learning environment, where you can share and learn from your peers and your expert facilitator with a limit of 20 participants per course.

“Let us never negotiate out of fear. But let us never fear to negotiate.”

John F. Kennedy