

Negotiation and conflict resolution skills

We negotiate all the time, more or less successfully. This course will help you maximise the outcomes from your negotiating, both in the short and long term.

Handled well, conflict can be a powerful driver of improved performance and relationships. Handled badly, it can be destructive and debilitating. Learn the key elements to resolving difficult situations.

Who should attend

This course is designed for those responsible for:

- developing agreements with stakeholders and customers
- negotiating outcomes that are fair and acceptable to all parties
- defusing conflict and potential conflict before it sours working relationships.

What the program offers

This program will enable participants to:

- apply strategies, concepts and skills for dealing effectively with negotiations and conflict
- apply a structured approach for one-on-one exploration of difficult issues
- develop a range of strategies for managing difficult behaviours
- use a problem solving approach to gain an overview of the conflict
- apply strategies for dealing with resistance
- manage the emotions of conflict to create more productive relationships
- prepare a winning negotiation — identify the main phases in a negotiation and the skills needed in each phase
- uncover the real needs and interests of the negotiators or parties in conflict
- know the skills for persuasively communicating their perspectives, needs and interests
- listen for high gain and frame effective questions to uncover underlying issues or sources of conflict
- handle objections and defuse resistance
- recognise power tactics and respond to them for a successful result
- know when to agree, continue, withdraw or adjourn.

Program details

Duration

Two day course (9:00am–5:00pm)

Code	Dates for 2009	Location
93PNC	3–4 Feb	UNSW CBD Campus
94PNC	29–30 Jun	Parramatta Centre25
101PNC	17–18 Nov	Vibe Hotel

Catering

Morning/afternoon tea and lunch

Max. number of participants

16

Fee (incl.10% GST)

\$990.00	non IPAA NSW members
\$891.00	IPAA NSW members
\$924.00	group booking

Enquiries Phone IPAA NSW on (02) 9228 5225, or see our website at www.nsw.ipaa.org.au

Presentation skills

An organisation's performance is often judged on the basis of the presentations of those speaking on its behalf. This course will help you to improve your speaking and presentation skills and build confidence.

Who should attend

This one day practical and interactive course is for anyone interested in enhancing their confidence and skills in designing and delivering presentations to teams and groups.

What the program offers

This program will enable participants to:

- use a range of techniques to create confidence in presenting to an audience
- develop skills in structuring content and opening and closing with impact
- use audience analysis in order to identify key messages and to plan processes to present effectively
- understand the learning styles of others in order to design and deliver presentations for greater connectivity
- use influential language patterns to make their message memorable
- use three techniques to make crucial connections with an audience large or small
- understand the strengths and limitations of their delivery style when presenting to an audience
- identify the elements of a dynamic voice and practise techniques for developing the required vocal effect
- answer questions in a Q and A session competently and confidently
- enhance their professional presence and personal influence through improved presentation skills.

Program details

Duration

One day course (9:00am–5:00pm)

Code	Dates for 2009	Location
92PPS	30 Jun	Clearly Business
101PPS	16 Nov	UNSW CBD Campus

Catering

Morning/afternoon tea and lunch

Max. number of participants

16

Fee (incl.10% GST)

\$605.00	non IPAA NSW members
\$528.00	IPAA NSW members
\$550.00	group booking

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