

Courses & Coaching on Enhanced Negotiation Skills

- *Advanced International Negotiations* -
- *Complex Problem Solving* -
- *Conflict Resolution* -

WHO PARTICIPATE?



APPROACH AND METHOD:

CONTACT:

Since 1993, *tailored training & coaching on **enhancing negotiation skills*** – has been one important pillar in our international programs.

This is due to a systematic accumulation of *lessons learned* from *operational* mediation, facilitation, and negotiation of multi-national and bilateral conflicts. The experienced-based teaching is based on applied research – such as the recent manuals and publications (see also our "[Courses on Resolution of Environmental and Water Resources Conflicts](#)").

The training & coaching programs are designed to help participants to **enhance their personal and organisation's negotiation capacity**, especially through behavioural changes.

Participants are provided with **methods and tools to solve complex problems** often involving international challenges – ([More information on next page](#)).

A leader's ability to "make right decisions under pressure" is enhanced through coaching, or addressed in tailored workshops.

Training courses, workshops, and coaching at all professional levels have been conducted ranging from government ministers, secretary-generals, national negotiation teams, diplomats, other high officials and technical experts, foreign-service cadets, and "trainers of trainers".

In addition, several programs have included international organisations such as the United Nations' specialised agencies; their officials from the headquarters and field-staff, peace-keeping missions, and technical experts, as well as delegates from humanitarian organisations like the *International Committee of the Red Cross* (Geneva).

Courses have been tailored for high-level delegations from Iraq (as well as KRG), Jordan, Syria, Lebanon, Palestinian Authority, representatives from the Arab Golf States, the Balkans, and the Mekong countries (Laos, Vietnam, Cambodia, and Thailand) – as well as several countries from the Africa continent.

In addition, around 450 graduate students have participated in our academic courses primarily in Europe.

Several courses have been conducted on behalf of [UNESCO-PCCP](#) and [UN ESCWA](#), Beirut.

All coaching sessions and courses are experience-based, and many real-life cases are applied in 'role-plays'. Individual leaders often have specific needs, and the coaching is structured and thought-provocative – often through "qualified discussions".

In all programs, *improved **behavioural changes*** typify our approach, and this is probably the reason that many partners request new courses.

If you have any questions, please, email: trondalen@compass-foundation.net - or call us + 41 (0) 79 479 9846

Compass' negotiation programs reflect:

- The highest standards of objective counsel
- Our strive to attain objectivity, unbiased and academic analysis
- Our absolute discretion and information integrity.

A course or a coaching session normally:

1. Deals with challenges in development and implementation of a negotiation strategy, and to seek answers to questions like how to:
 - Translate policy (or a general idea of how to proceed) into an operational negotiation strategy?
 - Prepare for a negotiation, and set up a negotiating team?
 - Conduct and close a negotiation?
2. Aims to answer relevant questions for the individual participant – such as:
 - What is success in a negotiation, and how to achieve it?
 - What are the common errors, and how to avoid them?
 - How to make the right decisions under pressure?

Very often, participants ask the following questions:

- How to negotiate with someone who doesn't want to?
- How to react to lies and destructive adversaries?
- How to handle an *impasse*, *stalemate*, or a *deadlocked* situation?
- How to deal with emotional stress in a negotiation?
- How to negotiate while using an interpreter(s)?
- How to build an in-team strategy and identity?
- What to do if your superior are "obstructing" a negotiation?
- How to effectively present/convey your problem?
- How to take over a negotiation already in course?
- How to achieve the right mindset?
- How to better learn about your interlocutor(s)?
- How can you detach yourself from a negative/convoluted negotiation?
- What do you do/how to protect yourself when your superior requests you to lie?
- What are likely impacts of lying – and get / not get caught?
- How to approach authoritative figures/personalities, e.g. police /security personnel?
- How to improve non-verbal communication (such as body language)?

Finally, leaders often ask questions related to pressure:

- What is "pressure" and how is that influencing your decisions?
- How to do to get a correct and factual perspective when we are pressured?
- In order to cope with (anticipated) pressure; what to do before, under and after negotiations?

Each participant of the courses receives:

1. A tailored "Enhancing Negotiation Skills Manual" (in English written by Prof. Trondalen).
2. Any other support documents and material that are necessary (for example, tailored cases for the 'role-plays).
3. At the end, a *Personalised Certificate* from COMPASS Foundation, Geneva.

Any inquiries and requests are kept confidential.

MORE INTERESTED IN RESOLUTION OF ENVIRONMENTAL AND WATER DISPUTES?

(GO BACK TO COMPASS' HOMEPAGE)

Courses on
Resolution of
Environmental and Water
Conflicts