

# FROM HOPE TO STRATEGY

## Communication and Negotiation Skills



*'Let us never negotiate out of fear, but let us never fear to negotiate'* – J.F. Kennedy

Every time you interact with others you create an impression that has the potential to strengthen or weaken your relationships and move you toward or further away from your goals.

By attending this program you will gain a comprehensive negotiation framework and the communication skills needed to optimise your outcomes, build stronger relationships and turn differences over strategy, culture, scarce resources and future risks into mutual gains.

This program gives you the edge that comes from having the very latest insights and focuses on the three governing elements of communication and negotiation.

**Preparation** that systematically moves you from hope to strategy

**Process management** that controls the negotiations conceptual framework

**Practices** that build cooperation and protect your interests

Held over 2-days this program is well suited to those who want to improve their leadership effectiveness when negotiations or disputes involve; organisational change, commercial contracts and tenders, enterprise agreements, strategic alliances, mergers, acquisitions, and boards or committees.

Your participation will be highly interactive, and include group experiences, individual reflections, concept presentations, case studies and critiqued rehearsals.

### Learning outcomes

**Obtain** a proven problem-solving methodology to improve your negotiation success and to identify sources of value that can result in mutual gains

**Increase** your awareness of where you are in the negotiation process to protect yourself from those who are less scrupulous

**Understand** the underlying causes of conflict and increase your effectiveness when difficult relationships need repairing or building

**Make** more informed decisions when difficult personalities and power imbalances require you to choose between being cooperative or competitive

### Program content

- Pre-program needs analysis
- Program manual, support materials and a copy of FROM HOPE TO STRATEGY *The Anatomy of Negotiation*
- Case studies
- Assisted preparation and development of your 'live' issue
- Structured reinforcement

### Examples of what others say

The workshop is a must for anyone who is entering into negotiations, or who wants to improve their ability to handle difficult discussions **Department of Defence**

Excellent, well run and I would recommend it to others **National Australia Bank**

Clear and simple models will be extremely beneficial to implement and use within the business **Victoria Police**

### Building your capability

Pathfinders Downunder is an established and specialist communication, negotiation and conflict resolution consultancy.

**Wayne Harrison** is the Principal and program presenter. As a researcher and practitioner of communication and negotiation he is highly respected and regularly called upon by leading organisations for his problem solving know how. Wayne is an accredited mediator, and a Fellow of both the Australian Institute of Company Directors and the Australian Marketing Institute. He has held senior international executive positions, holds board experience and is the author of FROM HOPE TO STRATEGY *The Anatomy of Negotiation*

### Further details contact

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