

Cross-cultural negotiations

2 days



OBJECTIVES

- ✓ Understand what makes cross-cultural negotiations different
- ✓ Learn to adapt one's negotiating style
- ✓ Practise skills for managing negotiation impasses successfully
- ✓ Gain experience of being part of a negotiating team

Who should attend?

Senior executives, sales and purchasing managers, negotiating teams.

Training approach

Group problem-solving, practical exercises, case studies, role play, a negotiation simulation and theory.

Language

English.

PROGRAMME

Introduction

- Training approach and objectives
- Warm-up exercise

Understanding how culture affects a negotiation

- Negotiating styles, rituals and practices
- Basis of trust and negotiating ethics
- Motivations, goals and priorities
- Approaches to decision-making and risk-taking
- Time sensitivity

Key steps in the negotiation process

- Preparation
- Relationship-building
- Information exchange
- Persuasion and concessions
- Agreement

Effective communication in cross-cultural negotiations

- Active listening
- Giving and receiving feedback
- Strategies for adjusting to a different communication style
- Working with an interpreter

Negotiating skills and strategies

- Self-evaluation questionnaire
- Strategies commonly employed in other cultures
- The Harvard win-win approach to negotiating

Pre-empting and resolving cultural conflicts

- Avoiding cultural misunderstandings
- Identifying conflicts of interest
- Examining and defusing a cultural conflict

Putting it all together

- Simulation
- Highlighting areas of confidence
- Pinpointing areas for improvement

Intercultural Business Hub



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