



Block 1: [Master Negotiation Power]

- You find out about the principle powers and strengths of the Master Negotiator and exchange your respective experience
- You train different cases as negotiator and will be able to try out and compare your performance to that of other negotiators
- You will receive immediate feedback as to which techniques and statements were supportive to your objective and where you do have room left for improvement
- You do get a good understanding of the negotiation process and its phases

Training goals & benefits

In many negotiations, the good idea and specialised knowledge are not necessarily enough for the attainment of your solution. It is the ability to see the big picture, steer negotiations and conversations into the right direction that lets your partners want to realise your ideas.

You will get a good overview by scrutinizing the characteristics of a “Master Negotiator”. The initial question is: “What are the strengths of the ideal negotiator?”. Your experience on the subject will be exchanged and you can honestly answer yourself the question: “Have I been focusing on the right issues?”

Structuring the negotiation chaos means we will also be working on the different negotiation phases. Their main issues and the most important preparation steps will support you focusing on the essential. Negotiation exercises will also help you in this respect. The perception of "observers" in each case and the possibility to obtain feedback papers filled out by all participants during the Circle Feedback let you better assess your charisma and effect.

The special advantage of negotiation training is that you are able to exchange your experience and result with your counterpart after the negotiation. Ask how your negotiation technique has been received and modify your style on the basis of the outcome!

Your facilitator

Dr. Talab has specialized on “ghost negotiation” and consulting and training on negotiation and intercultural awareness. Train-the-trainer development includes, among others, the Program of Instruction for Lawyers (Negotiation skills) at Harvard University, Intercultural Awareness with the ADL (@ Diplomatic Academy) and Intercultural Communication at the University of Havana.

Stefan Amin Talab was awarded a Master’s degree of law at the University of Vienna in 1995 and a Master of Law and Economics (LL.M.) by the University of Manchester. He finished his doctorate while being invited by the University of Melbourne as guest lecturer on European law negotiations.

Since 2000 Dr. Talab is executive partner of .comeon – [institute for .communication](http://www.institute-for-communication.com). His [clients](#) feature major organisations all over Europe, the U.S. and MEA. In 2004 he was enlisted as a qualified mediator in the official list of mediators by the Austrian Ministry of Justice. He is president of the Austrian Association of integrated Mediation.



Content / extract of seminar









- Find out what is negotiable and where the common ground and difference is to conflicts, mediations, argumentations and discussions
- Compare your negotiation experience to that of others when working on the characteristics of a "Master Negotiator"
- Listen to what an experienced trainer of the NYPD says about necessary characteristics of a negotiator and discuss whether that holds true for your area
- Convince your employee "Gratochwil" to move to Spain under your conditions or simply fire him and give the job to Mrs. Schwarz
- Discuss the chances and pitfalls of each negotiation phase and present your considerations and respective experience
- Achieve your goals as CFO and bring other executive members into line or you will have to finance a sports center for your rebellious employees.
- Convince the executive board as Chairman of the works council that a company kindergarten is imperative. Also negotiate favorable conditions for the personnel which will help you secure reelection in coming up elections.
- Analyze your own negotiation cases and have others play your part while you can try out the opposite side! During "Stop & Go" you can model the situation over and over till you find your optimal strategy.
- Get anonymous circle feedback in a process that we have developed. You will find out how others would prepare for negotiating with you and how they assess your negotiation strategies.

The "**The Master Negotiator**" ISBN 978-3-9502269-5-9 by Dr. Talab will serve as foundation and documentation for this seminar. It will be available at the workshop.






Agenda: preliminary* time format:

DAY 1	08:45 – 09.00	Arrival and informal welcome
	09:00 – 10.30	Introduction, Program overview, Definitions, Intro Case 1
	10.45 ~ 11.00	
	11.00 – 13.00	Case 2
	13.00 ~ 14.00	
	14.00 – 14.30	Debriefing, General lessons to be learned, reflection on different results
	14.30 – 15.45	What are the strengths of the Master Negotiator?! Exchange experience
	15.45 ~ 16.05	
16.05 – ~17.30	NYPD – interview, Case 3 setting and start preparation	
Evening ~90 min:		individual reading: Master Negotiator p12-32 (strengths), p96-104 (trust & interests), p131-145 (Bargaining communication techniques, p145-158 (targets), p163-184 (legitimization); p193-196 (closing); Preparation Case 3
DAY 2	08:45 – 09.00	Welcome & Preparation of Case 3
	09:00 – 10.45	Case 3
	10.45 ~ 11.05	
	11.05 – 13.00	Debriefing & Group Work on Negotiation phases
	13.00 ~ 14.00	
	14.00 – 14.10	“Arabic toss-up”,
	14.10 – 15.30	Negotiation phases
	15.30 ~ 15.50	
15.50 – 17.30	Case 4a & Debriefing	
Evening ~120 min:		Team preparation for Case 4b
Individual reading:		Master Negotiator 158-162; Workshop papers: read trough and fill out Toolbox, Analyse own case (Roadmap), reconsider personal strengths & areas of improvement;
DAY 3	08:45 – 09.00	Welcome
	09:00 – 10.45	Case 4b & Debriefing
	10.45 ~ 11.00	
	11.00 – 12.45	Debriefing & Video analysis
	12.45 ~ 13.45	
	13.45 – 14.45	Circle Feedback
	14.45 – 15.45	Stop & Go: individual Cases
	15.45 – 16:00	Take away, Q&A, Good Bye

For your preparation a short intro is attached. Please fill out only the answers you know (in particular questions 11 & 12) and bring the paper along. We will look at in the beginning and end of the seminar. I also recommend to spare a few minutes and think about an own negotiation case that you would actually like to "replay" (Case Day 3, Stop & Go) to find a different approach and solution.

Please be aware that for time and didactic reasons there is no possibility to accommodate phone calls during training time! I kindly ask you to arrange for calls to be answered by colleagues during training time. There will be morning and afternoon coffee-breaks to allow for callbacks, indicated: 

* To be aligned by your facilitator according to specific training, group and situational needs. The training is highly interactive and cases depend on individual input, group dynamics and interests.