

CRISIS IN MANTIQUE

| Behavioral Expectations: | Module Outline: |
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| <ul style="list-style-type: none"> • Develop negotiating and conflict resolution skills • Increase cultural diversity awareness and sensitivity • Improve decision making abilities • Develop interpersonal communication skills • Identify needs and concerns and determine priority issues • Resolve differences of opinions | <p>Prerequisite: None Schedule: Half-day session</p> <p>This module familiarizes participants with the skills required to successfully negotiate a mutually beneficial agreement with others and to develop negotiating skills through experiential learning.</p> <p>Topics Covered:</p> <p>Negotiation</p> <ul style="list-style-type: none"> • The process of “reaching agreement” and “a profitable transaction.” • Become familiar with the process of negotiating • Conduct meaningful negotiations that produce win-win results <p>Compromise</p> <ul style="list-style-type: none"> • Something of value, some need, was given up in order to reach an agreement • May enable agreement to be reached • Seldom solves the root cause of problems and often results in frustration <p>Essential Elements of Negotiations</p> <ul style="list-style-type: none"> • Extensive planning and preparation • Understanding of human behavior • Active listening skills • Open, honest, candid communication • Rational and creative problem solving skills • Patience, understanding and empathy <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. Participants will learn how to gather facts, plan desired outcomes and develop strategies to achieve outcomes. 2. Resolve conflict by utilizing problem solving techniques. 3. Respond in a way that is problem solving versus confrontational. 4. Solve the basic cause of conflict by using win-win negotiating. |