

INSPIRITIVE



Process Negotiation and Conflict Resolution

21902VIC Course In NLP for
Process Negotiation and Conflict Resolution
A nationally accredited course for negotiating
high quality agreements and resolving conflict

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Chris Collingwood

Dip.TAS, BA (Psych.),
Grad. Cert. NLP, M App Sci.
(Social Ecology)

Chris is a leader in training in applied cognitive psychology. He and the consultants in his company specialise in cultural, corporate and personal change. He has over twenty years experience in coaching, consulting and leading seminars in Australia and the US.

He holds a Diploma in Training and Assessment Systems, a Degree in Psychology, a Graduate Certificate in Neuro-Linguistic Programming (NLP) and a Masters degree in Applied Science Social Ecology.

Chris specialises in one to one work with people, course design, accreditation and training, and the training of corporate consultants, trainers and executive coaches.

The process Negotiation and Conflict Resolution program offers skills including organisation, communication, information gathering and making influential proposals, enhancing the individual's ability to frame and present their case successfully to achieve specific business and personal outcomes with individuals, groups and teams. Becoming a high-performance manager takes high-performance negotiating

Process Negotiation is a five-day training seminar for professional negotiators and others who are ready to take their personal effectiveness to the next level. By applying Neuro-Linguistic Programming or NLP, the seminar coaches people in developing their negotiation skills for any context. This material can be used in conjunction with any negotiation or mediation model, as it offers practical skills for enhancing your choice of model.

The principles have been proven across all kinds of professions. And it has government accreditation. The 21902VIC Course in NLP for Process Negotiation and Conflict Resolution is an Australian Recognised Training course. The Victorian Registration and Qualifications Authority has given its accreditation under the Australian Qualifications Framework. So naturally, it conforms to the same high standard of quality in design and delivery you'd find at an Australian university. Participants can be confident of fairness in assessment and rigour in training. This workshop is available in-house for companies or as a public seminar.

Commercial in Confidence

With Negotiation and Conflict Resolution, you can discuss business and personal goals for your negotiations without disclosing sensitive information. Trainers will:

- ▶ Identify leverage points for influence from your language and presentation
- ▶ Invite you to think differently and develop your own solutions
- ▶ Identify thought processes that have been limiting you and help you create better options for achieving your goals

Negotiation and Conflict Resolution provides the thinking tools for finding equitable solutions and managing goals in creating agreements and resolving conflict. The course applies the communication models of Neuro-Linguistic Programming to produce measurable results in your negotiations and mediations, whatever your field. Unlike the common negotiating models, it does not require you to divulge personally or commercially sensitive information, nor to learn formulaic rules for conducting deal making and conflict resolution. This way negotiation training can be offered at executive level in business and government as well as to members of the work force and the public. These far reaching skills are applicable in all areas of life.



Jules Collingwood

Dip. TAS, RN, BSc, Grad.
Cert. NLP, Post. Grad. Dip.
Conflict Resolution

Jules has been involved in training and coaching since the 1980s and brings a wealth of experience to her work. As well as training, she consults to business and senior management, where she specializes in systemic change and individual performance enhancement. She is a superb negotiator with highly developed skills in influential language patterns, which she uses to assist clients develop and achieve their plans. Jules also designs custom training programs for specific applications and is responsible for Inspiritive's RTO compliance management and course accreditation.

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Seminar Topics for Negotiation and Conflict Resolution

1. Developing and sequencing your negotiation or mediation

Every negotiation has a beginning, a body and an end, and the quality of information exchange depends on the order and sequence of your proposals, which in turn depends on the quality of information you have about the matter and the other parties. When you identify what has to be proposed before a topic can be offered, you can include it in the framing and present your material progressively so your topic will be well received and understood. With adequate preparation, you can improve your likelihood of succeeding by including the function or intention of your offers and requests in your proposals.

2. Changing uncertainty into confidence

An essential skill for negotiators is to manage your own psychological and emotional state and you can learn to do this. Having the choice and ability to use sense memory to re-experience any useful state can support you significantly in creating options and fulfilling your outcomes. You will learn an NLP process that enables you to have full access to the states that will be most productive for you. Examples may include confidence, enthusiasm, commitment and motivation.

3. Getting on with clients and parties

The ability to lead and work with others easily is crucial to successful negotiation and mediation. While known to be effective, rapport with people is often seen as something that either comes naturally or doesn't, the facts are otherwise. Rapport involves a number of specific processes that participants will learn early in Negotiation and Conflict Resolution.

4. Framing your proposals

All parties appreciate understanding the purpose and direction of a negotiation or mediation. When you give them a direction, you can influence their thinking about the matter and assist their learning. To lead people, it helps to be able to give them the mind state they need to get the most from your delivery. You can engage others in productive discussion within the ground rules you are offering and articulate otherwise assumed ideas.

5. Walking your talk

People think with their senses and it shows. When you use matching voice qualities, gestures and movements that go with what you are saying, your proposal becomes very engaging. When you mark out specific subjects so all parties can see and hear your markers, you can create association to link topics and enhance the meaning you are offering.

6. Knowing when to leave

Not all negotiations and mediations end in agreement. To increase the likelihood of achieving a satisfactory result, you need to know what you want it for, what having it will do for you and what your options would be if you don't come to an agreement. You will learn NLP processes for establishing this information and inviting other parties to think through similar processes.

7. Getting leverage through identifying decision makers

Great communicators and presenters 'read' other people's non-verbal communication. The ability to know who has authority and when someone believes what they are saying can make a world of difference when negotiating or mediating. To achieve this you will learn to follow patterns in others' responses.

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Rebecca Mitchell

Dip. Business, Cert IV Training & Assessment, Grad. Cert. NLP

As a business professional with over 10 years international experience, Rebecca educates, consults and mentors in most corporate arenas from front line to CEO & board members. Her expertise is in creating cultural change within the workplace as well as on an individual level. With exceptional future focused process oriented thinking abilities, Rebecca excels in eliciting change & process, continuing passionately to exceed benchmarks within NLP, training, development and consulting.

8. Turning disruptive elements into allies

If you act as if it takes two to tango, and then get the intention for disruptive behaviour, you can respond with dignity while deciding how to proceed. Many negotiators still apply adversarial principles while verbally supporting win-win solutions. Your intention is to remain in command, in rapport and on track.

9. Using corridor negotiation without it using you

Effective communicators take advantage of opportunities to discuss matters informally, and can facilitate negotiation by this method. When you can identify other people's assumptions and articulate them, you can choose whether to engage and on what terms. You will discover that not everyone uses the same assumptions and sometimes a party may try to re-open a completed negotiation

10. Negotiation begins at home

Professional contexts are not the whole story. People negotiate with family members, housemates, friends and acquaintances with varying degrees of success and often without realizing it. You will learn NLP processes to help identify potential negotiations, how to create a context and how to refuse, comply or counter offer gracefully.

- Change managers and consultants
- Anyone in business
- Anyone in human resources
- Management professionals seeking methods to assist with team building, communication and staff management
- Property professionals
- Legal professionals
- Accounting professionals
- Contractors and project managers
- Sales, marketing and purchasing professionals
- Trade union representatives
- Any employed or self-employed person
- Anyone who shares resources with others
- Executives and directors present to boards, shareholders and staff groups
- Students who negotiate as part of their assessments
- Anyone with an interest in developing advanced negotiation skills

About the course

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Location and fees

See form below for venues. The full price for Presenting with Influence is \$1995.00. The early bird discounted fee is \$1795.00. To be eligible for the early bird discount, payment in full must be received one calendar month before commencement of the program.

Enrolment

To ensure your place at Negotiation and Conflict Resolution act now and enrol via the on line form at www.inspiritive.com.au or call +61 2 9698-5611.