



**INTERCULTURAL COMMUNICATION – 2 DAYS**

**NEGOTIATING IN A  
SUCCESSFUL INTERNATIONAL ENVIRONMENT**

Group 4-6 participants

**DAY 1**

9:00-9:15	Introduction	<p><b>Presentation of program, objectives and pedagogical approach. Check pre-work done:</b></p> <ul style="list-style-type: none"> <li>▪ 3 areas of knowledge transfer: Technical /communications skills, Cultural agility and Language</li> <li>▪ Hands on practice via a series of evolutive role plays</li> <li>▪ 3 Construction pillars: Self-analysis of performance, Peer feedback, Consultant feedback</li> </ul> <p><b>Pedagogical objectives and knowledge transfer articulated around participants own negotiations template and experience, combined with participant exchanges and different interactive workshop styles.</b></p>
9:15-9:45	Getting underway	<p><b>Participant expectations and objectives from training:</b></p> <p>Rapid individual presentations and training objectives / expectations.</p> <p>Sharing with the group, a personal experience and or hands on intercultural experience in a recent round of negotiations (preferably unsuccessful) The aim being to establish a template against which to measure the tools and models under discussion.</p>
9:45-12:30	Laying the foundations	<p><b>Laying down the foundations to intercultural Negotiations</b></p> <ul style="list-style-type: none"> <li>▪ Break out pairs. Work on the themes of Active Listening / Pertinent questioning /Creative thinking/ ...etc.</li> <li>▪ Plenary feedback session</li> <li>▪ Key questions and definitions to distinguish Negotiations &amp; Bargaining</li> </ul> <p><b>The ensuing 3 tier evolving role plays allow specific knowledge transfer relative to:</b></p> <ul style="list-style-type: none"> <li>▪ The fundamental conditions to be able to negotiate</li> <li>▪ The difficulties and solutions for dealing with other peoples filters and frustrations</li> <li>▪ Seeking out creative alternatives and deflecting pressure from price</li> <li>▪ The assertive mind set in communications as applied to negotiations (Killmann model: Competing / Collaborating /Compromising / Avoiding / Accommodating))</li> <li>▪ Tools for formalizing and evaluating the evolution of negotiating power (The 3 tier matrix)</li> <li>▪ Strategies and tactics for identifying and defending rupture lines</li> </ul>
12:30-13:30	Lunch	
13:30 -14:00	Buyers perspective	<p><b>The 5 C's of the negotiators mission buyer's perspective: Denying uniqueness</b></p> <ul style="list-style-type: none"> <li>▪ Comprehending</li> <li>▪ Calculating</li> <li>▪ Contact</li> <li>▪ Convincing</li> <li>▪ Concluding</li> </ul>



14:00-16:45	Buyers strategies and tactics	<b>Buyers Ultimate Goals &amp; missions / Strategies &amp; tactics</b> <ul style="list-style-type: none"> <li>▪ Offsetting risk against profit</li> <li>▪ Limiting supply vulnerability</li> <li>▪ Generating high added value and product differentiation</li> <li>▪ Strategically / tactically / profit or security driven tactics and strategies for negotiating</li> </ul>
16:45-17:00	Synthesis	<b>Q&amp;A - Check knowledge transfer and objective achievement day one.</b> Evaluation of the training.

## DAY 2

9:00-9:30	Introduction « Sound Counsel »	<b>Participant thoughts, comments and reflections from day one</b> Rappel and overview of key knowledge transfer from day one : Wall of images for participant interpretation
9:30-12:30	Sellers perspective	<b>Sellers perspective: Claiming uniqueness / Evolving matrix</b> 3 evolving role plays around an abstract fictional company designed to highlight essentials of seller's perspective <ul style="list-style-type: none"> <li>▪ "You've got 10 minutes to convince me"</li> <li>▪ "We really glad we decided to reference you"</li> <li>▪ "Do you know this break?"</li> </ul> The arts of active listening and appropriate questioning in action. Different question styles at different phases of the negotiations. Building the framework/ Putting the meat on the bones/ Validating & concluding
12:30-13:30	Lunch	
13:30 -15:30	Intercultural negotiations	<b>Intercultural Workshops either COI or BSAT based: Culture &amp; its impact on negotiations</b> <ul style="list-style-type: none"> <li>▪ Different levels of culture. National, individual, functional, sectorial, team...etc.</li> <li>▪ The "iceberg" relation which exists between explicit and implicit culture and its role in driving and conditioning both individual and collective behavior communication and negotiation styles</li> <li>▪ The role and impact of values, norms, perceptions, beliefs, religion...etc.</li> <li>▪ Defining one's own framework of reference and understanding others</li> <li>▪ Leveraging a competitive advantage in negotiations by understanding both sides of the equation in intercultural orientations and knowing when to styles switch or engage in intercultural non-judgmental dialogue.</li> </ul>
15:30-16:45	Individual profile debriefs and role play applications	<b>Presentation C.O.M. (cultural orientations model) + CO.I. (cultural orientations indicator) Collective debrief around individual profiles</b> <ul style="list-style-type: none"> <li>▪ Interaction style / Thinking style/ Sense of self :34 possible orientations</li> <li>▪ How they impact behavior and communications styles in the work place</li> </ul> Wrap up Keys to acquiring a flexible, adaptable global mind-set
16:45-17:00	Synthesis	<b>Q&amp;A - Check knowledge transfer and objective achievement day two.</b> Evaluation of the training.