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Negotiating at Workplace



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Negotiating at Workplace aims to address the challenges arising out of the ever changing landscape of market dynamics that are mounting pressure on organisations to adapt and change to deliver products and services faster, better and cheaper. Organisations are compelled to revisit their work methods, practices and people orientation to find creative and innovative solutions to deliver on its aspirations. This requires the complete dedication and commitment of employees to align themselves to the goals of the organisation. And in turn the organisation must facilitate and enable an environment of open communication and encourage open dialogue between Managers and their teams to be goal focused and adopt effective workplace practices that are pivotal in shaping organisational success.

An open dialogue between Managers and their teams is critical to clarify and set performance expectations right. Disagreements, arguments over methods of work or deliverables, egos, getting highly emotional, work-life balance issues, etc., are commonly found in workplace nowadays. Managers as well their teams are finding it difficult to grappling these growing challenges. Though these challenges are difficult to manage, they are correctable if organisations pay proper attention in training and educating their employees in fostering open dialogues at all levels of their organisations to generate ideas, making high quality decisions and act in unison and with passion. Such orientation with fall back framework to make it work would ensure alignment and harmony at workplace; and avoid strained relationships and poor results. Employees also become better individuals and improve their personal lives.

Work place Outcomes:

Negotiating at Workplace teaches participants how to:

- Engage in open and highly productive dialogue
- Understand assertive, aggressive and submissive behaviours
- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance

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- Resolve individual and group disagreements
 - Understand the mysteries of human interaction
 - Identify communication styles people use
 - Adjust your own communication styles to achieve desired results
 - Exhibit knowledge of the principles through applying them to a negotiation situation
 - Use the skills to negotiate successfully towards win/win
 - Facilitating communication between employees at all levels.
 - Promoting diversity and the appreciation of differences

Methodology:

The program will have interactive lecture sessions, power point presentation, management games, and role-plays.

Participants:

Team Leads, Assistant Managers, Managers, Deputy Managers, Department Heads, CXO's.