

*ENS International in association with
Coalface Dialogue and PwC's Academy*



Advanced Negotiation & Influencing Public Programs

South Asia



"One of the things I learned when I was negotiating was that until I changed myself, I could not change others."

Nelson Mandela

How much does negotiation impact on your success?

Successfully mastering the art of negotiation and influencing is essential in achieving your objectives. Entering a negotiation without understanding the underlying process significantly puts your chance of success at risk.

However much experience you have, negotiated outcomes can always be improved. Even the smallest positive change can have a marked impact on your personal and business success.

We all negotiate, every day. Knowing how to manage these interactions, systematically plan, develop effective strategies and efficiently manage their application will turn negotiations in your favour and maximise your results.

Be inspired, gain insights into human behaviour and achieve your goals.

ENS International's Advanced Negotiation and Influencing Public Programs allow you the flexibility to manage your capability development to the level you require.

Who We Are

ENS International supports organisations and individuals with our unique, proven, world class negotiation process methodology. We are a global team of negotiation consultants and practitioners specialising in influencing and negotiation management. Delivering best practice negotiation consultancy and training programs in more than 65 countries, ENS International is a world leader in our field.

Established for over 35 years we have empowered participants, governments and organisations through our range of negotiation and influencing services. These include strategic consulting, advising, coaching and training.



**Register with
ENS International to gain
the competitive edge**

Professional Negotiation

The Professional Negotiation Workshop is a fast paced and intensive 2 day workshop designed to build your negotiation and influencing capabilities through hands-on experiential exercise. You will be introduced to the commercially acclaimed ENS International Negotiation Process Framework, techniques and methodologies. You will gain insights on how to employ effective negotiation strategies, identify and counter negotiation tactics, adapt your communication style and how to manage negotiation to best achieve your objectives and goals.

LEVEL
01

Learning Outcomes

- ▶ Understand advanced negotiation and influencing concepts and terminology
- ▶ Be able to distinguish and capitalise on negotiation content versus negotiation process
- ▶ Manage pre, post and formal negotiation time frames
- ▶ Negotiation preparation
- ▶ Aspirational negotiation range setting
- ▶ Appreciate the nature of negotiation – opportunities and dangers
- ▶ Manage critical components of the negotiation process
- ▶ Utilise the essential role of influence
- ▶ Strategically build common ground
- ▶ Understand and capitalise on communication style flexibility
- ▶ Diagnose the needs and drivers of other parties
- ▶ Identify hidden agendas
- ▶ Manage atmospherics
- ▶ Identify, counter and employ tactics
- ▶ Alter the balance of power
- ▶ Understand and trade concessions effectively
- ▶ Develop negotiation and influencing strategy
- ▶ Major case study and review
- ▶ Develop action plans for skills retention

Register for the Professional Negotiation Workshop as the starting point of your negotiation and influencing capability development. This is the first level of the ENS International Advanced Negotiation and Influencing Public Programs.

Strategic Negotiation

The Strategic Negotiation Workshop extends and builds on the skills gained during the Professional Negotiation Workshop. This empowering and intensive 2 day workshop will allow you to simplify complex negotiations. Employing the ENS International Systematic Preparation Framework and advanced techniques you will gain further insight on how to read other parties, counter tactics, manage the different stages of a negotiation and confidently develop strategy to improve your negotiation outcomes on high stakes negotiations or projects.

LEVEL
02

Learning Outcomes

- ▶ Review and audit your current application of advanced negotiation concepts
- ▶ Develop and employ effective strategies to achieve your objectives
- ▶ Manage negotiation and influencing process in difficult situations
- ▶ Build negotiation style consciousness
- ▶ Use a range of tactics and counters to alter the balance of power
- ▶ Intentionally manage the sequence of negotiations
- ▶ Make and obtain meaningful concessions
- ▶ Break deadlocks creatively
- ▶ Identify and manage non-verbal behaviours
- ▶ Prepare systematically to gain strategic advantage
- ▶ Lock in commitment to lasting agreements
- ▶ Manage powerful or difficult people
- ▶ Handle pressure, conflict and uncertainty
- ▶ Generate tactical options through practice and rehearsal
- ▶ Major case study rehearsal with constructive feedback
- ▶ Undertake post negotiation review
- ▶ Implement ENS Frameworks in all future negotiations

Register for the Strategic Negotiation Workshop if you are already familiar with the ENS International Negotiation Process Framework or plan to first complete our Professional Negotiation Workshop (Level 1).

Expert Negotiation

The Expert Negotiation Workshop concentrates on in-depth coaching and mentoring. Across 2 intensive days, our ENS International practitioner will utilise on-the-spot practice of negotiation techniques and principles integral to high end and high risk negotiations. Equipping you with the knowledge, tools, techniques and skills you need to approach any negotiation with absolute confidence regardless of the stakes involved. You will become an expert of the negotiation and influencing process and be able to improve outcomes on the most complex negotiation and influencing scenarios.

LEVEL
03

Workshop Themes

- ▶ Review your understanding of ENS International negotiation concepts and techniques
- ▶ Create and manage strong negotiation teams
- ▶ Heightened style consciousness – work outside your comfort zone
- ▶ Negotiate and influence under uncertain and unpredictable conditions
- ▶ Manage advanced concession trading
- ▶ Influence difficult people in complex situations
- ▶ Stay in process control under pressure
- ▶ Push the boundaries – be even more aspirational
- ▶ Advanced listening
- ▶ Enhanced nonverbal rapport building
- ▶ Mental focusing
- ▶ Think laterally and on your feet to alter power imbalances
- ▶ Recognise and use a range of closing tactics
- ▶ Closing the deal – making final offers
- ▶ Cross cultural negotiations and understanding
- ▶ Break deadlocks in protracted or high pressure scenarios
- ▶ Apply advanced questioning techniques
- ▶ Utilise advanced rehearsal techniques
- ▶ Guide critical negotiations to achieve your objectives
- ▶ Assess the quality of your agreements

Register for the Expert Negotiation Workshop if you have already, or plan to first complete a minimum of 3 days ENS International training prior to the commencement of the workshop.

The ENS Approach

Commercially Proven Methodologies

The fast-paced ENS International Advanced Public Programs are both practical and intensive learning experiences. Participant numbers are limited to 12, with rehearsal techniques employed extensively to provide you on-the-spot practice and instant feedback. Our interactive programs are founded on fundamental human psychology, designed to challenge you and enhance your negotiation confidence.

The ENS International negotiation frameworks and methodologies are used by some of the world's most successful organisations. You will be empowered immediately, resulting in markedly improved negotiation outcomes and strengthened personal influencing expertise.

Who Should Attend

If you work to a budget or target, manage commercial or key relationships, implement change, manage a project or hold a role impacting on the results of your business or organisation, then your negotiation and influencing capability is critical to your ongoing success.

To find out more about the ENS International Advanced Negotiation and Influencing Public Programs, please go to www.negotiate.org/public-programs-singapore.html or www.CoalfaceDialogue.com/Negotiation-and-Influencing or www.pwc.com/sg and select PwC's Academy

Singapore-based Practitioners



Jim Macfarlane
(Coalface Dialogue)



Tony Moore
(PwC's Academy)

Local Contact Details

Jim Macfarlane: +65 6513 2135
jmacfarlane.ens@negotiate.org
jmacfarlane@CoalfaceDialogue.com

Tony Moore: +65 6236 3155
tmoore.ens@negotiate.org
anthony.moore@sg.pwc.com

"PricewaterhouseCoopers" and "PwC" refer to the network of member firms PricewaterhouseCoopers International Limited, each of which is a separate and legal entity.