# Negotiation and Mediation Skills for Managers and Professionals

Business managers and professionals now spend much more time to get others to agree without realising it. Indeed, a core competency for nowadays business managers and professionals in getting successful management of projects is to achieve consensus over decisions and agreements made.



· tailor-made for business managers and professionals

### Learning Objective(s)

- The trend teamwork further calls for the proper understanding and use of negotiation and mediation skills in the daily work environment.
- Aim at the improvement of personal and business skills for getting better results and, in turn, more positive successes to daily situations in the commercial environment.

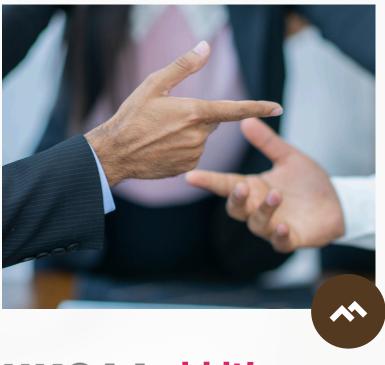
#### Course Content(s)

# Module 1: Understanding Negotiation

- True meaning of and effective approaches in negotiation
- Re-understanding commercial disputes and differences
- Key phases in getting win-win consensus
- Negotiation
- Tactics and counter tactics

# Module 2: Using Mediation

- Theories and trend of mediation
- Mediation skills and practices
- · Handling troubles and troublemakers in bargaining
- Preparing and planning for action in mediation







#### **Hong Kong Quality Assurance Agency**

We offers an extensive portfolio of public and in-house training courses designed to overview of the key legal concepts in Hong Kong.



## Course Date(s)

- 24 June 2024 (Code: M911C/HK-06A)
- 8 October 2024 (Code: M911C/HK-10A)
- Time: 9:30 am to 5:00 pm
- Venue: Online Platform (ZOOM)
- Language: Cantonese
  (Supplemented with English Materials)
- Speaker: Practising Barrister(s)
- Course Fee: HK\$1,800 per seat
- Certificate of Attendance













