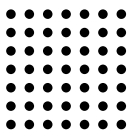




Mahindra™
University
Global Thinkers. Engaged Leaders.

CENTRE FOR
EXECUTIVE EDUCATION



Negotiation Strategies for Collaboration and Conflict Management

Work with stakeholders, internal and external, to solve problems and create value

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Overview

Friction among managers in Organizations, can cause significant loss of time & productivity, in managing conflicts. However, conflicts and differences, can also have a positive impact, by bringing in innovative solutions, and to do things differently. Resolving conflicts, through effective Negotiation Skills, will help in open confrontation of issues, and arriving at win-win outcomes. The negotiation process is a part of every manager's day to day interactions with stakeholders inside and outside the organization, whose cooperation is essential to achieve organizational goals. This programme will focus on Negotiation as an integral part of the Managerial Decision-making Process.

This programme will help participants to think systematically and critically, about their negotiation experiences. It will enable them to establish a framework, to increase learning every time they are involved in a negotiation, and gain continuous improvement, to excel in this critical competence

Learning Objectives

- ▶ Improving ability to negotiate in competitive as well as collaborative situations
- ▶ Increasing level of awareness of the negotiation process
- ▶ Understanding concepts & principles to enhance negotiation effectiveness, to seek and achieve win-win outcomes, and enhance collaboration
- ▶ Improving ability to deal with conflict in the workplace
- ▶ Learning how to manage emotions, of self and of the counterparts, during negotiations

For Whom:

This course is suitable for middle to senior level executives, who habitually need to work with multiple stakeholder groups, internal and external, to achieve their organizations' objectives.

Key Topics covered in the Programme

- ▶ Competitive negotiations
- ▶ Collaborative negotiations
- ▶ Team negotiations
- ▶ Intra-organizational negotiations for organizational and career success
- ▶ Softer aspects of negotiations

Programme Details

Programme Dates: 11 - 12 September, 2023

Programme Mode: In-Campus

Programme Fee: Rs. 25,000/- + GST Per Participant

Day-1

Morning Sessions: Negotiation as a Process

Key Themes addressed:

- ▶ Competitive vs Collaborative Negotiations
- ▶ Underlying drivers of competitive and collaborative negotiations, and identifying which negotiations should be approached competitively and which others collaboratively
- ▶ Expectation setting and the building blocks of expectations
- ▶ Negotiation Process, Stages and Principles

Afternoon Sessions: Collaborative Negotiations

Key Themes addressed:

- ▶ Approach for Collaborative Negotiations
- ▶ Convergence and Divergence of Needs
- ▶ Framing the collaborative negotiation
- ▶ The Negotiator's Dilemma – persuading your counterparty to also follow a collaborative approach
- ▶ How to ensure win-win outcomes

Day-2

Morning Sessions: Negotiation in Teams

Key Themes addressed:

- ▶ When should you negotiate as a team
- ▶ Internal and external stages of team negotiations
- ▶ Pros and cons of team negotiation
- ▶ Preparation for team negotiation, picking team members
- ▶ Carrying out an effective team negotiation

Afternoon Sessions: Intra-organizational Negotiations

Key Themes addressed:

- ▶ Negotiating with the boss and with peers
- ▶ Dealing with Conflict
- ▶ Dealing with difficult negotiators
- ▶ Managing the relationships during Negotiations
- ▶ Dealing with justified and unjustified anger in negotiations



Faculty

Dr. Ramakrishna Velamuri

Dr. Ramakrishna Velamuri is Professor and Dean, School of Management, Mahindra University. He was previously Chengwei Capital Professor of Entrepreneurship and Chair of the Strategy & Entrepreneurship Department at the China Europe International Business School (CEIBA). He served as the Academic Director of the CEIBS Center for Entrepreneurship & Investment and of the CEIBS Global EMBA Program.

Prior to joining CEIBS in 2007, he worked for four years on the faculty of IESE Business School in Spain, where he was the Academic Director of the Global EMBA Programme. He is a visiting professor at the Indian School of Business (ISB), Frankfurt School of Finance and Management, Bocconi University, and has taught at business schools in the US, Germany, Spain, Mexico, Peru, Uruguay, Egypt and Nigeria.

He has taught in executive programmes for companies like Tencent, China Development Bank, SASAC, Roche, Air Liquide, Du'nan, Bosch, Evonik, Buehler, Henkel Technologies, Abbott Laboratories, Goodyear-Dunlop, Grupo Santander, BBVA, Vodafone, Telefonica, Nissan Europe, and Hemas Group.

His research focuses on how the ethical behaviors of firm founders influence their ability to mobilize stakeholder support, and the relationship between entrepreneurial strategies & firm growth. His research has been published in the Harvard Business Review, Journal of Management Studies, California Management Review, Journal of Business Venturing, Long Range Planning, Management & Organization Review, and in other academic and practitioner outlets. He has developed more than 50 research and teaching case studies.

He has worked as a consultant for the World Bank and the International Finance Corporation on projects in India, Nigeria, Ghana, Kenya, Tanzania, and Rwanda. Prior to joining academics, Dr. Velamuri worked in the international division of Grupo Tudor (Spain) and was personally involved in pre- and post- acquisition negotiations.

About Centre for Executive Education

The Centre for Executive Education (CEE) at Mahindra University, creates and conducts learning programmes for working professionals, which are designed to provide timely and relevant knowledge, insights and perspectives, that help them progress in their current and future roles in organizations. By enhancing performance of executives, these programmes are aimed to positively impact the organisations that they work for.

Executive Education Programmes at Mahindra University span across multiple business disciplines, engineering & data science, and law, for different seniority levels, in various national and international geographical locations.

CEE's mission is to be a hub for engaging & beneficial interactions between business leaders and the academia. The centre works with some of the finest faculty in India and from leading Global Business Schools. Participants will have opportunities to learn from the innovative research and consulting experience of the faculty, wide experience of the peer group of learners, and from Industry practitioners who bring in strong domain knowledge.

About Mahindra University

Mahindra University, established in May 2020, is a multi-disciplinary global education and knowledge campus which offers industry-aligned curricula, a student-centered learning environment, and opportunities for international exposure. The University offers Undergraduate and Post Graduate programs in its five Schools namely Ecole Centrale School of Engineering, School of Management, School of Law, Indira Mahindra School of Education, School of Media and Liberal Arts. The University has been established in a sprawling, green, 130 acres at Bahadurpally in Hyderabad. The University provides students with a modern lifestyle and a unique multi-cultural immersion in a predominantly green campus. The Lecture Theaters, Seminar Halls and Syndicate Rooms deploy state-of-the-art technology, to impart a multi-media, interactive learning experience to participants. Executive Housing facilities on campus come with contemporary design, spacious & comfortable air-conditioned rooms.



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