



INTERNATIONAL **NEGOTIATIONS**

in English Language

For whom?

- / Business owners
- / Management team
- / Sales team

For individuals with intermediate to fluent
English language proficiency



The program requires participants to prepare by watching provided videos and reading articles (preparation time is approximately 2.5 hours). Classes will be conducted in English in such a way that non-fluent speakers of English will be able to improve their negotiation and language skills.

Individuals who are not fluent in the language will be able to overcome the barrier of speaking in the presence of other Polish-speaking participants.

One of the significant outcomes of these workshops will be acquiring a set of English language algorithms helpful during negotiations.

Non-Polish speakers are welcome to participate in the program.

Introduction to Negotiations

- a.** Negotiation stereotypes: truth or myth?
- b.** Types of negotiations: from positional negotiations to win-win negotiations

Use of the English Language

- a.** Proficiency level and effectiveness of negotiations
- b.** What to be cautious of and what can be leveraged in negotiations conducted in English, which is a foreign language for both parties
- c.** What to be cautious of and what can be leveraged in negotiations conducted in English with individuals who are native English speakers or fluent in the language
- d.** Phrases and behaviours to navigate challenging situations arising from differences in English language proficiency

Fundamental Professional Negotiation Issues with Consideration for Using English

- a.** Ethics in negotiations: addressing differences among nations and cultures
- b.** Negotiation styles and personalities: understanding the cobra - lion- snail - dog matrix
- c.** How to bring the counterpart to the negotiation table: transitioning from phone to email communication in English
- d.** Using a translator: Is it beneficial? Considerations for different countries / cultures
- e.** English phrases and strategies helpful in conflict situations
- f.** Exploring the golden bridge concept
- g.** Moving away from NO " Techniques to keep negotiations going
- h.** Understanding the lack of ZOPA in relational negotiations
- i.** Conflict of interests: Effective response strategies
- j.** Key concepts for preparing the negotiation process

Negotiations are Communication – at the negotiation table

- c.** Understanding brain structure and Non-Antagonizing Communication with the Acceptance Mechanism
- d.** Leveraging words, sentences, order; selected areas of NLP particularly useful in negotiations
- e.** Non-verbal communication:
 - The role and selected elements of body language
 - Interpreting behaviours by integrating body language, verbal communication, and actions
 - Considerations for cultural differences in non-verbal communication

Negotiation Stages. Analysis and preparation of the negotiation process: action and tool variants

- j.** Internal and external analysis of the negotiation situation:
 - Anatomy of negotiation: relationships, communication, interests, possibilities, empowerment, BATNA, commitments
 - Significant interests: recognition, belonging, autonomy, position, role
- k.** Stakeholder analysis, their role, and influence on the negotiation process
- l.** Implementing systemic action based on negotiation preparation template
- m.** Development of negotiation scenarios and algorithms in English
- n.** Analysing of action possibilities in the setting module

Negotiating with representatives from various cultures

- e.** from Europe, USA, and Canada, through Asia, Africa, Australia, and Latin America – PRACTICAL approach, with particular reference to the specific needs of the Participants
- a.** Differentiation of cultures based on INTERCULTURAL NEGOTIATION MATRIX- showing emotions vs. confrontational
- b.** Differentiation of cultures in terms of polychronicity and monochronicity
- c.** Differentiation of cultures in terms of broad-context vs. narrow-context approach (future-oriented vs. task-oriented)
- d.** Differentiation of cultures in aspects: uncertainty avoidance – risk aversion, power distance and formality, equality in various areas, institutional collectivism and group collectivism, orientation towards humanitarian issues
- e.** Definite NO in different cultures and what to pay particular attention to

Difficult Negotiation Situations. Each point addressed with specific cultural considerations:

- a.** Dealing with the counterparts irrational behaviour: strategies for reacting, including situations arising from cultural differences
- b.** Managing reactions to various non-relational behaviours exhibited by the counterpart, analysing cultural differences
- c.** Negotiating from a decidedly weaker position: strategies for success
- d.** How to negotiate with a shadow Indecisiveness as a problem
- e.** Negotiating over bodies How not to lose and still win a lot
- f.** Strategies for negotiating with an incompetent counterpart
- g.** Addressing negotiations with a counterpart exhibiting a strong lack of trust; considering cultural influences

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