



# 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.

The trend teamwork further calls for the proper understanding and use of negotiation and mediation skills in the daily work environment. This seminar is tailor-made for business managers and aims 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 Contents

### (a) Module 1: Understanding Negotiation

1. True meaning of and effective approaches in negotiation
2. Re-understanding commercial disputes and differences
3. Key phases in getting win-win consensus
4. Negotiation
5. Tactics and counter tactics

### (b) Module 2: Using Mediation

1. Theories and trend of mediation
2. Mediation skills and practices
3. Handling troubles and troublemakers in bargaining
4. Preparing and planning for action in mediation



Date

10 August 2022 (Code: M911C/HK-08A)

<http://> 

28 October 2022 (Code: M911C/HK-10A)

19 December 2022 (Code: M911C/HK-12A)

Time

9:30 am to 5:00 pm

Venue

HKQAA -  
19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong

Language

Cantonese (Supplemented with English Materials)

Speaker

Practising Barrister(s)