

Language: English

Program Outline:

Participants will learn about interpersonal techniques and tactics effective for negotiating particularly difficult situations, especially those involving strong emotions. Utilizing the latest research in negotiation and conflict resolution, this course will challenge participants learn about themselves and discover where they may expand their negotiation abilities.

The specific topics to be covered include:

- What makes negotiation and conflict resolution so difficult in the workplace?
- How to negotiate three overlapping conversations for conflict resolution:
 - What happened to cause us to end up in this conflict, and what should we do about it?
 - How are each of us feeling about this conflict? What should we do with these emotions?
 - What does this conflict mean to each of us? What does it say about who we are and how we see ourselves?
- During conflict, why and how to shift focus from...
 - “I am right, they are wrong” to “Why do we see things so differently?”
 - “They are to blame for this” to “How did we each contribute to this?”, and
 - “I know what they’re thinking” to “What impact is this having on me?”
- The importance of acknowledging emotions without being consumed by them.
- How challenges to personal identity fuel conflict and derail its resolution.

Negotiation simulations and exercises, carried out in small groups, will be conducted throughout this course to help you practice developing your powers of communication, persuasion, and negotiation.

This program is designed for:

Working professionals at any organizational level familiar with negotiation, who wish to know how to more productively approach interpersonal interactions that may cause stress, anxiety, or frustration.

Location:

Carnegie Mellon University in Qatar

April 8–10, 2019 from 8:00AM to 1:00PM

Course Program

Day 1 (Truth): Monday, April 8, 2019

8:00–8:45AM	Registration & Networking
8:45–9:05AM	Welcome & Introduction David Emmanuel Gray, Ph.D. Assistant Teaching Professor, Philosophy
9:05–9:50AM	Negotiation Exercise
9:50–10:00AM	Break & Networking
10:00–10:50AM	Negotiation Debrief
10:50–11:00AM	Break & Networking
11:00–12:00PM	Conflict Resolution is Not a Matter of Debate
12:00–1:00PM	Break & Networking

Day 2 (Emotion): Tuesday, April 9, 2019

8:00–8:45AM	Registration & Networking
8:45–9:00AM	Introduction
9:00–9:50AM	Negotiation Exercise
9:50–10:00AM	Break & Networking
10:00–10:50AM	Negotiation Debrief
10:50–11:00AM	Break & Networking
11:00–12:00PM	Acknowledging Feelings
12:00–1:00PM	Break & Networking

Day 3 (Resilience): Wednesday, April 10, 2019

8:00–8:45AM	Registration & Networking
8:45–9:00AM	Introduction
9:00–9:50AM	Negotiation Exercise
9:50–11:00AM	Break & Networking
11:00–11:50AM	Cultivating a Resilient Identity
11:50–12:00PM	Break & Networking
12:00–12:10PM	Remarks by Dr. Michael Trick Dean, Carnegie Mellon University in Qatar Harry B. and James H. Higgins Professor of Operations Research
12:10–12:30PM	Certificates Presentation
12:30PM	Light Reception & End of Program