

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.

Target Audience(s)

- 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 Contents

Course Date(s)

- ◆ 31 January 2024 (Code: M911C/HK-01A)
- ◆ 24 June 2024 (Code: M911C/HK-06A)

▶ 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

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