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ESSENTIAL COMMUNICATION AND NEGOTIATION SKILLS FOR CONFLICT RESOLUTION

22 November, 2018

Faculty of Law, University of Malaya

LEARNING OUTCOMES

- Understand essential communication tools required for negotiation
- Recognise different negotiation styles
- Understand different behavioural types and how to deal with them
- Recognise and understand the different types of interests in negotiation
- Apply the principles of effective communication by practicing active listening and asking the right questions
- Improve the results of your negotiations



Course Description

This one-day course highlights the cumulative effect of combining effective communication and negotiation skills. These skills offer participants methods to improve and enhance their results in different negotiation scenarios. It includes negotiation in a professional capacity and interpersonal communication in their personal life. This course also examines and evaluates the different types of negotiation available. The ability to communicate effectively requires

the subtle mix of skills which include the ability to listen and to ask the right questions at the right time. Practical role play will be used during the course to help participants understand the skills and techniques involved to improve their performance.

Speakers



GUNAVATHI SUBRAMANIAM

Gunavathi is an accredited mediator in Malaysia and has mediated many commercial and family disputes and has 18 years of experience in alternative dispute resolution methods. She holds a Master in Laws specializing in dispute resolution and conducts negotiation skills workshops and also facilitative and evaluative mediation workshops. She is passionate about mediation and has brought her energies to bear by promoting mediation as a premier technique for dispute resolution internationally and in Malaysia. In doing this, she has conducted many courses, trainings and workshops and spoken at numerous

spoken at numerous conferences. She has trained more than 500 mediators on behalf of the Malaysian Mediation Centre, the Malaysian Judiciary and other organizations. She is also an experienced lecturer and has been teaching Alternative Dispute Resolution for the Master in Laws programme at the Faculty of Law University Malaya since 1999 to date.



TUNKU ALINA ALIAS

Tunku Alina has had more than 25 years of legal experience and believes that it is better to arrive at consensual agreement when resolving disputes, rather than obtaining resolution through adversarial methods or litigation. Her view is that parties would be able to achieve closure and peace through self-determination rather than zero-sum methods. She has seen many examples of less than satisfactory outcomes, whether in cases involving family or business disputes, with combative parties doing their best to destroy the other. She is a trained mediator in three jurisdictions: Malaysia, Singapore and Florida, US


and a volunteer facilitator with Soliya, a US non-profit promoting intercultural dialogue between youths worldwide.

Target Audience

This seminar is relevant for all those looking to improve their skills in communicating and negotiation. It teaches general principles of negotiation and communication.

Participants who may benefit from this course are legal practitioners, human resource professionals, in-house legal counsel, educators & training institutions, members of the judiciary, accountants, health care professionals, engineers/architects & quantity surveyors, people dealing with employee issues, directors and senior managers, managers, department heads, team leaders and supervisors

PROGRAMME



9:00 a.m. – 9:15 a.m.	Introductions
9:15 a.m. – 11:00 a.m.	Shifting the mind-set and negotiation styles Ice-breaker <ul style="list-style-type: none">- Activity #1 & de-brief Non-verbal bargaining <ul style="list-style-type: none">- Activity #2 & de-brief Communication & negotiation styles <ul style="list-style-type: none">- Activity #3 - conflict management style- Assessment & de-brief
11:00 a.m. – 11:15 a.m.	Break
11:15 a.m. – 1:00 p.m.	Communication skills Listening skills Tool & method - active listening <ul style="list-style-type: none">- Activity #4 & de-brief- Activity #5 & de-brief Summarising & paraphrasing <ul style="list-style-type: none">- Activity #6 & de-brief- Activity #7 & de-brief
1:00 p.m. – 2:00 p.m.	Lunch break
2:00 p.m. – 3:15 p.m.	Communication skills (cont'd) & articulating your story Questioning skills - being curious & eliciting interests <ul style="list-style-type: none">- Activity #8 Negotiation role play & de-brief Framing and reframing - how to articulate effectively to others? <ul style="list-style-type: none">- Video on framing & de-brief- Video on re-framing - the 3-2-1 method and de-brief- Reframing activity #9 & de-brief Barriers to communication
3:15 p.m. – 3:30 p.m.	Break
3:30 p.m. – 5:00 p.m.	Putting It together <ul style="list-style-type: none">- How to negotiate effectively?- Know your alternatives- Understanding positions and interests- Activity #10 Negotiation role play & de-brief
5:00 p.m.	End of course

REGISTRATION FEE**STUDENTS** RM250**OTHERS** RM500**EARLY BIRD FEE** 10% discount from the registration fee will be given to participants who register **BEFORE 22 OCTOBER 2018****GROUP FEE** Three (3) or more participants from the same organisation are entitled to a 10% discount from the total fee

- Student who register must provide a copy of your valid student card - front and back
- Participants can avail only one discount, either early bird or group discount
- Fee includes full refreshments: lunch and two (2) tea breaks for the duration, course material and a certificate of attendance

PARTICIPANT'S INFORMATION

Participant (1) : _____

Organisation : _____

Designation : _____

Email : _____

Tel/Mobile Number : _____

Participant (2) : _____

Organisation : _____

Designation : _____

Email : _____

Tel/Mobile Number : _____

Participant (3) : _____

Organisation : _____

Designation : _____

Email : _____

Tel/Mobile Number : _____

To register, please send/email this form BEFORE 02 NOVEMBER 2018 to:Address: University of Malaya Malaysian Centre of Regulatory Studies (UMCoRS)
Faculty of Law, University of Malaya
50603, Kuala Lumpur, Malaysia.

Tel: 03-7967 6579/6580

Email: umcors.events@um.edu.my

Website: www.umcors.um.edu.my

Facebook: www.facebook.com/UMCoRS

Contact Person: Ms. Yana / Ms. Nurin

CONTACT DETAILS (BILLING PURPOSES)

Name _____

Designation _____

Email _____

Address _____

_____Tel/Mobile
Number _____**PAYMENT OPTIONS (PLEASE TICK AS APPLICABLE)** **CHEQUE DEPOSIT/BANK DRAFT** **ONLINE TRANSFER/CASH DEPOSIT**Account Name : **BENDAHARI UNIVERSITI MALAYA**Account No : **80-0127999-8**Account Bank : CIMB Bank Berhad,
Universiti Malaya,
50603 Kuala Lumpur

Swift Code : CIBBMYKL

Total Sum Payable (RM): _____

Foreign participants are required to pay via interbank transfer in equivalent Ringgit Malaysia (RM)

Letter of Undertaking by the company is required for invoice issuance

Full payment is required before the programme. Registration will only be confirmed upon receipt of FULL PAYMENT. Any bank charges and/ or expenses incurred must be borne by the payer

Please email a clear copy of your supporting document (deposit slip, EFT advice, remittance advice, voucher, etc) once payment is made.

CANCELLATION AND REFUND POLICY

- If any registered participant cannot attend the workshop, substitutions/ replacements are welcome at any time.
- Cancellations within 14 days prior to the programme will carry a 50% cancellation fee.
- Cancellations within less than 7 days prior to the programme date carry a 100% liability.
- All cancellations must be made in writing (email) to UMCoRS.
- No-show on the day of the programme, no refund will be entertained.
- The organiser reserves the right to modify, cancel or postpone the event, should circumstances arise that make such action necessary, whereupon all registration fees paid will be refunded.

By signing and returning this form, you have deemed to have read and understood the registration terms and conditions and therefore have accepted the terms contained herein. The documents enclosed herein are true and accurate to my knowledge.

Signature: _____

Date: _____