

THE COMMUNICATION EXPERTS WITH HUMAN TOUCH

UAE - LEBANON - QATAR - GERMANY



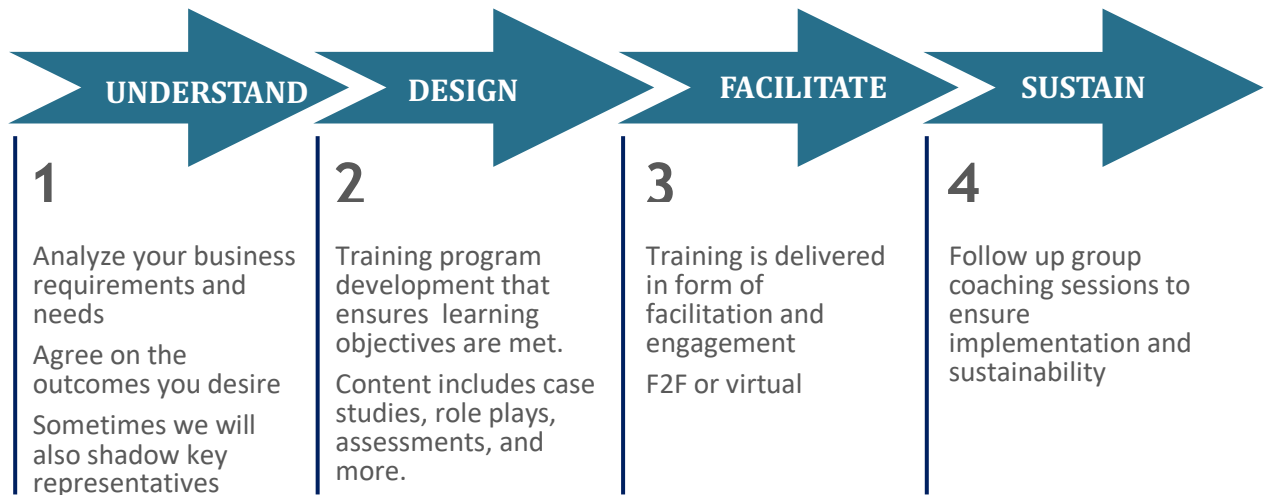
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Conflict Management, Negotiation Skills & Decision Making

The MYP process



1. Conflict Management

Conflict is often avoided. In this course participants will understand the value of conflict, and how it can help us grow. We will discover the causes of conflict, and practice responding to and dealing with conflicts by using effective communication models.

Objectives:

- Get an understanding of the nature of conflict
- Discover own perceptions and beliefs
- Understand others from their perspective and culture
- Learn from conflict
- Communicate effectively
- Build rapport easily
- Use conflicts as stepping stone to growth and improvement

Training details – 2 days

Day 1

- What is conflict?
 - Types of conflict
 - Causes of conflict

- The NLP Communication model
 - How perceptions, values and beliefs affect our behaviors
- Discover your communication style
- The NLP meta model
 - Communicate effectively and precisely
 - Body language
- Rapport building

Day 2

- Reframing “conflict”
 - Discover the advantages
 - Perception – putting yourself in the others’ shoes
- How to respond to Conflict
- Providing feedback
- Handling conflict in meetings
 - As leader
 - As participant
- Cross-cultural communication and conflict
- Handling objections practice

2. Negotiation Skills

This intensive session is based on experiential learning through fun and creative activities. After short and informative presentations, participants will have the opportunity to apply the key principles learnt through practical group as well as individual exercises.

Objectives:

- Understand the negotiation process
- Adapt your Communication for effective negotiation
- Understand negotiation styles
- Create Range & Alternatives to best results
- A 5 step approach for effective outcomes
- Deal with conflicts

Day 1

- Negotiation Skills
 - What is negotiation
 - Aspects of negotiations
 - Outcomes of negotiation

- Win-win
 - Win-lose
 - Lose-win
 - Lose-lose
- Flexibility
- Preparation
 - The negotiation plan
 - Setting goals
 - Identifying options
 - Identifying your BATNA , WATNA and ZOPA
- The phases of negotiation
 - Initial phase
 - Exploratory phase
 - Finalization phase
- Tactics of negotiation
- Strategies
- Emotional elements
 - Trust
 - Cultural differences
- Final negotiation group activity

Day 2

- Developing Relationships
 - Rapport
 - Trust and credibility
 - Empathy
- Confidence in negotiations
- Communication skills
 - Listening
 - Asking questions
 - Body language
 - Voice and tone
 - Assertiveness
- Presentation Skills
 - Practice building rapport
 - Practice presenting your case

Day 3

- Objections
 - What are objections?
 - Handling objection pattern
- Persuasion
 - NLP
 - Emotions

- Our subconscious mind
- Imagination
- The ABS formula
- Power and magic words

3. Art of Decision Making

This intensive session is based on experiential learning through fun and creative activities. After short and informative presentations, participants will have the opportunity to apply the key principles learnt through practical group as well as individual exercises.

Objectives:

- Logical reasoning vs emotions, understand emotional triggers that can impede thinking
- Collect the pros/cons of a situation and be open-minded to the best possible solution
- Make decision recognizing the broader implications it might have on other areas of business or personnel
- Interpret probability to increase confidence in your decision
- Distinguishing between problem solving and decision making
- Understanding how uncertainty and risk impact the way you make decisions
- Apply appropriate problem-solving and decision-making processes
- Evaluate solutions and anticipate likely risks
- Identify and evaluate options to make decisions

Training details

- What is Decision Making?
 - Definition of 'decision making'
 - What factors affect decision making?
 - What are the characteristics of a good and bad decision maker?
 - How much analysis do you need to do?
- Discover your thinking style
 - Effective thinking
 - Structured vs unstructured thinking

- Information Gathering
 - Understanding Types of Information
 - Identifying Key Questions
- The 7-step decision making process
- Techniques
 - PMI
 - Decision tree
 - Body frame
- Tools to increase your creativity so you can come up with more options
 - Why-Why and how-how analysis
 - Choice making
 - Decision analysis

1. Methodology

*“I hear and I forget
I see and I remember
I do and I understand”
~Confucius*

This is a highly experiential and interactive program. The session will include:

- PowerPoint Presentation
- Games and Group Activities
- Group discussions
- Tools/models
- Stories/videos
- Role plays
- Self discovery/reflection
- Personal action plan

2. Participants: Maximum: 15

3. Investment

Our daily rate is 5000 USD, based on a one-off, 1 day training only.

This day rate will reduce and is adjusted according to the number of training sessions/days/batches.

The rate includes a thorough briefing, discovery interviews, customized design with unlimited changes

4. Mind Your Power Portfolio

Mind Your Power is a holistic consultancy, focused on the wellbeing of employees to ensure effective communication and interaction in all walks of life and on all levels.

We base most of our very interactive and hands-on workshops on Neuro-Linguistic Programming, Emotional Intelligence, and Human Psychology and add a bespoke design to fit your needs.

Below are some of our delivered workshops:

- NLP for business
- Unconscious Bias
- Balancing work and Life
- Selling as Non-Sales professional
- Empowered Women in business
- Embracing a new Culture
- Leadership Excellence
- Communication Skills
- Solution Selling
- Emotional Intelligence
- Motivational Leadership
- Effective Team Work
- Team building
- Effective and emotionally intelligent teaching Skills
- Presentation Skills
- Stress Management
- Family Management
- Interpersonal Skills
- Cross-Cultural understanding
- Coaching Skills
- Complaint Management
- Customer Service with NLP
- Communication in times of trauma
- Empathic Customer Service
- Trust
- Relationship Management
- Effective teaching and leading
- Train the trainer
- Patient communication
- Negotiation skills
- Mindfulness
- Solution orientation
- Communicating with different personality types
- Emotional Intelligence for wellbeing
- Change and resilience
- Mindfulness
- Coaching Skills
- Developing a Growth Mindset
- Harmonious Family Communication
- Your inner critic
- Communicating positively
- Motivation for success
- Laughter Yoga
- Leading with Emotional Intelligence
- Diversity & Inclusion
- and of course many more Customized topics

Our clients include:

						ORTHOCARE LEBANON
						STRATA للخدمات

5. Your Trainer



Mona Abdulrahim-Santl
Managing Director Mind Your Power LLC
Trainer, Facilitator, Coach, Therapist
Member of ATD, NGH, NFNLP, AUNLP
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With an extensive training and knowledge in communication skills and customer service, Emotional Intelligence and NLP, Mona has successfully conducted numerous trainings at a wide variety of large and small organizations around the world. She has a keen sense to identify the factors that hinder the positive development of groups and individuals alike, whether intra- or inter-personal, and does so with creative techniques, along with a contagious passion, compassion, diplomacy and motivation. All of these have led to significant positive changes to the groups and individuals she has trained and coached.

With a background in natural Psychology, Mona has always believed in the power of the mind and the ability of utilizing that power to unfold the full potential.

She holds certifications in Hypnotherapy as Instructor, NLP as Instructor, Train the Trainer, DISC, Workplace Big 5, ISI Influencing Styles, CSI Change Style Indicator, FIRO-b and FIRO Business, ACTEE, Kinesiology, EFT, Pranic Healing, Emotional Intelligence, Pain Management, Transactional Analysis and Hypno-Coaching, amongst others.

She is the founder of the international program “Hypno-Parenting” and has worked with International Schools, training parents, and also academic staff in the art of effective communication.

Coming from an Arabic-European background, having lived in several countries and continents, and being fluent in 4 languages, Mona epitomizes the flexibility and understanding needed to adapt her training style to cultural, unique and individual needs.

Mona appears regularly in TV interviews, and has inspired audiences speaking at industry events in Boston, Las Vegas, Zurich, Berlin and London, and corporate events in the UAE, Bahrain and Lebanon.

She has worked with below organizations, independently as well as in association with major consultancies:

We are excited to work with you!



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