

# Business Diplomacy

Business negotiators can learn from diplomatic negotiation practice when managing change in rapidly disrupted environments when motivating qualified but disoriented staff to become more innovative and pro-active when pure authority is insufficient.

## What You Learn Specifically

- Appreciate the fundamental importance of the negotiation “structural components” so vital to diplomacy to smoothen complex business situations
- Understanding of how dynamic negotiation processes, tailored to inter-departmental intercultural considerations and contexts, produce better results
- Promote constructive business relations in order to reach implementable “deals”; transform resistance into self-serving win-win cooperation
- Improve negotiation analysis abilities and influence effectively in a diplomatic manner to further increase *your* overall negotiation efficiency
- Define and implement a strategic approach to *your* negotiation challenges and develop appropriate tactical answers to real-world negotiation and conflict (management) situations
- Learn how to use specific meeting, negotiation, mediation and conflict resolution techniques as well as interpersonal skills to overcome complex deadlocks
- Learn effective “face-saving” techniques, diplomatic expressions as well as “autopiloted response” techniques

## What You Learn Overall

- ✓ Improve the fundamental diplomatic negotiation skills: real-time meeting analysis, taking the floor, lobbying-advocacy, emotional and cultural intelligence, managing ambiguity, operational agility, added-value problem-solving and consensus-building, twinning strategic planning and tactics, influencing and persuasion, and much more...

**Duration** 1-2 days

