

E-negotiation: Essential Skills for Virtual Interactions

- 5 online modules over 5 weeks



ONLINE PROGRAM

Upcoming Sessions
Oct. 19 - Nov. 20, 2020
July 9 - August 6, 2021



The rules of negotiation have changed in the digital age. Are you prepared?

Like it or not, negotiation is an integral part of business. It is a skill that is essential for both professional and personal advancement. In this era of globalization, more and more business is being conducted virtually through digital communications. The environment and context within which many negotiations take place has changed dramatically.

This program starts with the core principles of successful negotiation and reinterprets them through a digital lens for maximum effectiveness in digital channels. Participants will learn digitally mediated negotiation and influence techniques, and then practise and perfect them during online, face-to-face simulations which closely correspond to real-life business environments.



Online program learning features:



Interactive, engaging eLearning modules, pre-recorded mini-lectures and self-assessments.



Engage in online discussions with fellow participants and the instructor.



Attend five live, interactive webinars during the course to solidify your learning.



Receive expert personalized feedback and coaching from the instructor.



A man with glasses and a white shirt is standing in a classroom, looking at a tablet. He is positioned on the left side of the frame. The background shows a whiteboard and a desk with books. The overall scene is a professional or educational setting.

Online Program

E-negotiation: Essential Skills for Virtual Interactions

What You Will Learn:

- Fundamental principles of negotiation
- Differences between face to face and virtual negotiation
- Best practices for written, voice or video negotiation interactions
- How to optimize outcome in a virtual negotiation
- Tools available to make a virtual negotiation impactful
- Building relationship and rapport with individuals globally
- Understanding the cultural differences in negotiation
- Your negotiation style in different situations
- Higher awareness of self and others' decision making style
- How to reach mutually beneficial agreements

Who Should Attend

E-negotiation is an essential skill for anyone at any level in the digital era. This course will benefit those who are interested in optimizing their ability to negotiate, influence and persuade in virtual environments (including online meetings, emails and phone calls). It is perfect for:

- General and division managers, business officers and directors
- Training, HR and industrial relations specialists
- Sales, marketing and account managers
- Project managers and team leaders
- Branch, regional, national, international, and public sector managers
- Business development managers, business analysts and other specialists

Unique Course Features Include

- This course is highly interactive with simulations involving online, face-to-face exercises.
- Participants will receive expert personalized feedback and coaching from the instructor.
- Learning can be applied to real life situations immediately; the benefits will be reaped in the first negotiation that participants engage in after the program.
- Participants will be able to build on previous negotiation training they may have had in the past.
- Learn and work collaboratively with your peers in group assignments.
- Program is fully accessible with complete AODA and WCAG compliance.



E-negotiation: Essential Skills for Virtual Interactions

Oct. 19 - Nov. 20, 2020

July 9 - August 6, 2021

Program Structure

- 5 online modules over 5 weeks
- Access through a convenient centralized learning management portal
- Your learning management portal account will be active for an additional 12 weeks after the course ends

Time Commitment

- Recommended: 2-4 hours per week (online eLearning modules are released approximately weekly)

Technical Requirements

- A current email account
- Use of a computer and internet access in a modern browser
- Adobe Reader for PDF documents

See complete details and register now at: seec.online/13012

E-negotiation: Essential Skills for Virtual Interactions

e+ Program Content

Week 1: Defining Negotiation in Today's World

- Identifying personal/professional negotiation situations
- Principles of negotiation; validating myths about effective negotiators; ABCD of negotiation
- Self-assessment review and different approaches to negotiations
- Engaging in first virtual negotiation activity

Week 2: Characteristics of Effective Negotiators in the Digital Era

- Characteristics of effective negotiators
- Assessing different means of communication for negotiation in today's world (including email, phone, chat, video conference)
- Comparing decision-making styles
- Adapting communication style and content to the means of communication (eg written vs. verbal)

Week 3: Trust and Honesty in the Global Digital Era

- The dilemma of honesty and trust in negotiations
- Building trust virtually and globally
- Assess and neutralize common misunderstandings
- Developing guidelines for when to write, when to talk and when to walk
- Best digital era practices

Week 4: Multiple Parties and Multiple Issues in a Virtual Negotiation

- Better understand how to identify mutual gains
- The art of asking the right questions for better outcomes
- Collaborative tools and approaches
- Who, when and how to engage different stakeholders
- Better understanding of different modes of communication during virtual negotiation
- Cultural differences in global negotiations

Week 5: Optimizing Negotiation Outcomes

- Negotiation simulations debrief
- The magical path to identifying the optimal negotiation outcome
- Finding your negotiation style, values and approach in different situations
- Developing best practices that are aligned with who you are
- Mastering your ability to adapt the best approach for each

Instructor Profile



Haniyeh Yousofpour, PhD, is an award-winning Harvard educated business professor and consultant with a passion for organizational change management, influential negotiation and effective utilization of human capital.

In addition to her teaching, she provides integrative management consulting services to multinational Fortune 500 companies through her consulting firm. Her integrative and distinctive approach, focusing on self and other awareness, and thorough assessment of the environmental and organizational culture, goals, resources and limitations, enables her to provide customized and attainable solutions scalable to a diverse range of clients and situations.

Building on the same philosophy she has an effective approach to negotiation and conflict resolution and has lead multiple negotiation deals with various blue-chip global organizations to reduce cost and improve organizational performance.

See complete details and register now at: seec.online/13012



ONLINE PROGRAM

E-negotiation: Essential Skills for Virtual Interactions

- 5 online modules over 5 weeks



Our new e+ Programs feature the convenience of **online learning** with the added benefits of the **in-class experience**

Our e+ programs deliver the comprehensive core material you need to quickly master the topic at hand, and give you the flexibility to **learn at your own pace from the convenience of home or office, at times that suit you.**

They also allow you to **learn and work collaboratively with your peers and instructors** through guided and free form discussions and interchanges. The continuous instructor interaction and peer networking bring an added dimension to our e+ programs by enriching your experience in the same ways our in-class programs do.

Registration Details

Upcoming Sessions

Oct. 19 - Nov. 20, 2020

July 9 - August 6, 2021

- 5 online modules over 5 weeks

Program Tuition:

\$895 + applicable taxes. This includes access to program materials through a convenient centralized learning management portal for the duration of the course, as well as for an additional four weeks after the program ends.

Special Team Savings:

Save \$50 each when two or more team members from the same organization register for this program at the same time.

Please Note: Fees, dates, speakers and applicable taxes are subject to change. SEEC's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 15 days in advance of the seminar start date. Late transfer requests, less than 15 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 15 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 15 days prior to the seminar will be subject to a \$500 administration fee. Participants must attend all program days and fulfill all program requirements in order to receive a certificate. Complete registration details at seec.online/FAQ. HST# R119306736.

Contact Us

For program content and administrative inquiries, please call us at **416.736.5079 (1.800.667.9380 toll free)**, or email us at exceedinfo@schulich.yorku.ca, or visit seec.schulich.yorku.ca to live chat with one of our customer support agents.

* PMI Talent Triangle PDU breakdown • Leadership 14



Schulich
School of Business
Executive Education Centre



Register Today / Complete Details

<https://seec.online/13012>

