

Better negotiate with your social partners with the Beyond Conflict approach



DTRS-20 3 Days (21 Hours)



Description

The successive reforms of representativeness and social dialogue have given a large place to negotiation in the company. Practitioners of social negotiations, you know that the methods and tactics are useful. But you also know that they are not always enough to avoid conflicts, especially in a tense economic context (job retention agreement, negotiation of a PES, etc.). Whatever your level of preparation, the fact remains that divergent interests can create distrust, worsen the climate and block the negotiation process. We offer you another way of conceiving social relationships. This resolutely innovative training course uses the interest-centered negotiation method, combined with knowledge of relational mechanisms. It makes it possible to activate the levers of trust in the long term.

Who is this training for ?

For whom

Responsible for social relations. HR Director. Entrepreneur. School manager. Site manager.

Prerequisites

Aucune

Training objectives

- The Beyond Conflict, approach allows you to: develop your personal qualities as a negotiator; to get out of difficult dialogue situations; to find balanced solutions to build relationships of trust; to identify and work on your personal obstacles

Training program

Éviter les risques majeurs en négociation sociale Identifier les situations de blocage. Gérer la méfiance entre les acteurs.

- Get out of the impasses of confrontation.
- Implement the levers of trust.

Conduire les négociations et les conflits de manière concertée avec la méthode des intérêts en 7 points Btir le processus de négociation avec vos partenaires.

- Identify and formalize the problem to be solved.
- Clarify mutual interests.
- Create options and a contingency plan.
- Evaluate scenarios and opt for solutions satisfactory to both parties.
- Conclude the agreement.

Maîtriser la relation aux partenaires

- Understand relational behaviors.
- Adjust one's attitudes and one's own resources.
- Overcome defenses, rigidities and fears.
- Build and maintain the appropriate relational climate.
- Develop self-confidence.

Mettre en pratique ses compétences de négociateur S'entraîner en simulation sur des cas de plus en plus difficiles et complexes.

- Build confident relationships to negotiate.
- Implement your knowledge.