

Developing your negotiation skills:

To help you implement change in your organisation

With the collapse of national bargaining, organisations now have to negotiate with unions at local level. Many managers, although schooled in negotiation skills and techniques, have not had to apply these skills on a regular basis for several years.

This programme offers practical, hands-on opportunities to develop and refresh negotiation skills and techniques using role-plays based on today's issues.

Over **two days**, we will provide you with guidance and support on the skills needed to implement a negotiation strategy. Major emphasis will be placed on planning and preparing as well as negotiating at the table.

We will also provide you with a unique insight into management, trade union and third parties' perspectives.



Who should attend?

- owner managers, HR professionals and others involved in upcoming negotiations on pay or organisational changes.
- particularly pertinent if your organisation is having to consider implementing redundancies or changes to terms and conditions of employment.
- also suitable if you just want to brush up on your negotiating, communicating and interpersonal skills to be prepared for change .

What does the course cover?

- **Setting the scene** - we'll look at the current trends in pay, terms and conditions of employment, and pension disputes using high profile cases and analysis. This will include an overview of the key pieces of employment legislation.
- **Interpersonal skills** will help enhance your listening and questioning skills, demonstrate how to give constructive feedback and show you how to use your influencing skills.
- **Negotiations skills** will cover stages in the negotiation process including opening statements, breaking deadlocks and reaching agreement and will provide you with techniques for effective negotiations.
- **Communicating with employees** looks at communicating 'bad' news to employees, the appropriate channel and putting a communications plan in place.
- **Working with third party institutions** will help you understand the role and remit of the Labour Relations Commissions , Labour Court, Employment Appeals Tribunal and Equality Tribunal.
- **Your next steps** looks at what you need to consider and where you can go for help.

Course details:

Venue:

The Clarion Hotel
Dublin Liffey Valley,
Liffey Valley,
Dublin 22

Dates: 2 days

23 March 2010

24 March 2010

Time:

9.00 am - 4.30 pm

Cost:

€985 for 2 days
(Lunch included)

Also available
for in-house
training

How does the course work?

This intensive workshop provides a systematic approach to planning, conducting and reviewing negotiations. Using a workbook which includes case studies and scenarios, the programme is interactive and highly participative. You will be provided with opportunities to put your learning into practice and to develop your own personal negotiation style through role plays and other interactive exercises.

Not all negotiations lead to agreement and sometimes issues still in dispute have to be referred to third parties such as the Labour Relations Commission and Labour Court. You will have opportunities to consider the advantages and disadvantages of using third parties and how involving them can fit into an overall negotiation strategy. There will be an input from an experienced Labour Relations Commission executive which will give you an opportunity for some real insights into how third parties work.

You will also receive high quality supporting documentation including training notes, checklists, sample forms and guidance notes making the learning from this course easy to apply when you return to work.

Who are the presenters?



John O'Dowd

John has a PhD in industrial relations, and previous roles as Assistant General Secretary of the Association of Secondary Teachers, Ireland, general secretary of the Civil Public and Services Union and member of the Executive Council of ICTU and director of the former National Centre for Partnership, based in the Department of the Taoiseach. Currently he is an independent consultant, trainer and facilitator specialising in organisational change and improvement in the unionised sector.



Tara Flynn

Tara has almost 20 years experience in HR management. Her career began with IBEC advising companies on all aspects of employee relations and employment law, and she has since worked with Ulster Bank Markets, Abbey National Financial Investment Services, Mercer and is now director of Attain Consulting. Tara's experience to date has provided her with a high degree of exposure to strategic and operational challenges across all aspects of the Human Resources function.

How to book:

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