



Mahindra™
University
Global Thinkers. Engaged Leaders.

CENTRE FOR
EXECUTIVE EDUCATION

Mastering Negotiation and Influence

Programme Overview

Negotiation is a fundamental skill that directly affects the results we get at work and in life. Negotiation Skills are needed in Sales, Procurement, Human Resources, Project Management, Change Management, Customer Support, Diplomacy, Leadership and in many other functions.

Most people pickup few tips and tricks on negotiation through trial & error and by mimicking others. As a result, their actions tend to become predictable, and a predictable negotiator is very easy to manipulate.

This course will contrast two distinct approaches to negotiation. You will learn the mechanics of the traditional power based approach that most people use, and which most negotiation training courses promote. You will also learn a more effective approach that is used by highly skilled professional negotiators. For most participants, this course will be an eye-opening experience that has the potential to change how you approach every future interaction and relationship.

The course is highly interactive and is delivered via four live Zoom sessions. Participants will engage in four simulations. Participants are required to complete some preparation before each session.

Learning Outcomes

- Awareness of how most people misunderstand negotiation and influence
- Clarity and working knowledge of the two main strategies to negotiation
- Practical experience from negotiating multiple scenarios with different challenges
- Confidence from learning, how to recognize and overcome common negotiation traps, tactics & manipulative behaviours
- Understanding practical approaches designed to work in the real world
- Realising that effective negotiation does not rely on unethical behaviours, typically associated with negotiation



Session 1: Power in Negotiation

Key Themes addressed:

- How to improve as a negotiator
- New and healthier foundation concepts for negotiation
- The traditional power based approach: beliefs, preparation and predictable patterns.
- The elements of the traditional approach: power, threats, manipulation, demands, deadlocks, offers, concessions, trades, compromises, tactics, styles, and misrepresentation

Exercise:

- Buyer-seller scenario simulation

Session 2: Real-world Constraints

Key Themes addressed:

- Limitations, points of failure, and unintended consequences of the traditional power based approach.
- Distinguish between those negotiation theories that do vs those that do not translate to the real world
- How to solve common negotiation problems by transitioning to a more effective approach

Exercise:

- Simulation representing real-world complexities & constraints

Session 3: Value in Negotiation

Key Themes addressed:

- The process of more effective negotiations
- How to prepare effectively and efficiently
- How to identify and realize the value potential in negotiations
- How different types of information disclosure can help or harm negotiations
- How to defend against tactics and manipulative behaviour without resorting to the traditional approach

Exercise:

- Parties will negotiate and seek to strike a deal, while navigating decisions that negotiators often find challenging

Session 4: Relationships in Negotiation

Key Themes addressed:

- How to prevent predictable negotiation problems through more effective planning of the process
- What the role of the relationship is in negotiations, and how it is often misunderstood
- How to handle conflict and loss of trust when they do arise

Exercise:

- A simulation characterized by conflict



FACULTY

Prof. Filip Hron

Filip Hron is a Visiting Faculty in Centre for Executive Education, at Mahindra University. He has advised organizations on billion-dollar negotiations, coached hundreds of executives across 43 countries, and contracted his services to a dozen specialized negotiation service providers.

He has conducted negotiation workshops for several thousand participants, including senior executive leadership across Business, NGOs, Academia, Government, Judiciary, Military and Law enforcement. His negotiation programs have been delivered at leading Business schools in 14 countries, across the Americas, Europe, Middle East, Asia and Oceania.

Filip maintains current accreditation in hostage negotiation, in mental health first aid, and he has volunteered as a suicide hotline crisis supporter. Additionally, Filip has himself attended 87 negotiation programs taught by government, law enforcement, academic, and private sector negotiation providers. All this combined puts Filip in a unique position to evaluate the available approaches to negotiation, and to provide an informed perspective on what works and what doesn't.

About Centre for Executive Education

The Centre for Executive Education (CEE) at Mahindra University, creates and conducts learning programmes for working professionals, which are designed to provide timely and relevant knowledge, insights and perspectives, that help them progress in their current and future roles in organizations. By enhancing performance of executives, these programmes are aimed to positively impact the organisations that they work for.

Executive Education Programmes at Mahindra University span across multiple business disciplines, engineering & data science, and law, for different seniority levels, in various national and international geographical locations.

CEE's mission is to be a hub for engaging & beneficial interactions between business leaders and the academia. The centre works with some of the finest faculty in India and from leading Global Business Schools. Participants will have opportunities to learn from the innovative research and consulting experience of the faculty, wide experience of the peer group of learners, and from Industry practitioners who bring in strong domain knowledge.

About Mahindra University

Mahindra University, established in May 2020, is a multi-disciplinary global education and knowledge campus which offers industry-aligned curricula, a student-centered learning environment, and opportunities for international exposure. The University offers Undergraduate and Post Graduate programs in its five Schools namely Ecole Centrale School of Engineering, School of Management, School of Law, Indira Mahindra School of Education, School of Media and Liberal Arts. The University has been established in a sprawling, green, 130 acres at Bahadurpally in Hyderabad. The University provides students with a modern lifestyle and a unique multi-cultural immersion in a predominantly green campus. The Lecture Theaters, Seminar Halls and Syndicate Rooms deploy state-of-the-art technology, to impart a multi-media, interactive learning experience to participants. Executive Housing facilities on campus come with contemporary design, spacious & comfortable air-conditioned rooms.



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