

Negotiating in a Crisis ^{NEW!}

CEDR

Hellenic Mediation & Arbitration Centre

To keep your head when faced with a potential crisis, leaders and decision makers need to have highly developed competencies to act quickly. Fear or avoidance will only make a situation worse.

On this two-day course led by a team of world-expert crisis and hostage negotiators, participants will be taught the skills necessary to make critical decisions and manage external influencers, both as an individual and as team leader.

Immersion through role play of a highly challenging scenario will identify how, under pressure, delegates cope - albeit with the safety net of experts.

"The course was well structured and the content was excellent" - Solicitor on CEDR's Negotiation programme



Litigation Authority

"The course [...] makes you reassess the impact that your particular style of negotiating might have on other people." - Senior Legal Counsel on CEDR's

Certificate in Advanced Negotiation



Nestlé
Good Food, Good Life

"Let us never negotiate out of fear. But let us never fear to negotiate"

JFK 1961 on the Cuban missile crisis

www.hellenic-mediation.gr



www.cedr.com



DAY ONE

Building an effective negotiation team

- Negotiation framework
- Team and teamwork essentials
- Monitoring and feedback
- Effective leadership

Building individual skills

- Engagement stairway
- Listening and questioning
- Building rapport
- Empathy
- Persuasion and influence

DAY TWO

Controlling external influencers

- Impact of command and control
- Media management and communication
- Stakeholder dialogue
- Information prioritisation

Role play: How well will you cope when put under extreme pressure

- Highly charged situational exercise
- Coaching and feedback
- Action and reflection

“A concise run through, a strategic approach to negotiation, presented skilfully interestingly and in an engaging fashion.” - Director on Negotiation programme



“Good blend of theory and practice” - Insurer on Negotiation programme



Dates

14-15 of November, 2014

Cost

€ 730

€ 650 for early bookings until **30 September, 2014**

€ lower price for 2 and more participants

Venue

HMAC, 42, Panepistimiou str., Athens, Greece

Certification

Certificate of Attendance by CEDR

Booking details

For more information or to book your place please contact:

☎: 210 36 20 274, 09.00-16.00 p.m.

✉: elmysiri@sae-epe.gr

