



# unitar

United Nations Institute for Training and Research

## Unitar Online Catalogue

### Workshop on Negotiation Skills and Techniques

□□□□ : 10 1□ 2017

□□ : Workshop  
□□ : Vienna, Austria  
□□ : 16 1□ 2017 to 17 1□ 2017  
□□ : 2 Days  
□□□□ : Multilateral Diplomacy  
□□ : <http://www.unitar.org/cdt>  
□□ : US\$1,000.00  
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Diplomats negotiate all the time. This workshop aims at improving participants' analytical and interpersonal skills in their continual negotiations to make sure they do first things first. It is important to prepare before action, especially when strong coalitions and consensus are needed, and to improve the quality of relationships, internally through the mandate, and externally with the representatives of other partner states, before any other action. Negotiating the process and agenda is needed before dealing with problems and issues. In a meeting, negotiators must also communicate effectively, and use effective

listening before speaking, asking relevant questions before presenting persuasive arguments. They also need to identify common platforms with others, before they express their own demands. In other words, participants will become more aware of how they behave in negotiation contexts, and whether or not they should behave the same way, or differently.



The workshop aims to improve participants' analytical and interpersonal skills in the continual negotiations they participate in. It is important to improve the quality of relationships, internally through the mandate, and externally with the representatives of other partner states by preparing before action, especially when strong coalitions and consensus are needed.

At the end of the workshop, participants will be able to:

- Analyse how diplomatic negotiations are conducted;
- Use a preparation grid for better negotiation planning;
- Identify tensions, differences and conflicts in international contexts;
- Describe how to facilitate the peaceful resolution of conflicts;
- Perform more efficiently as a negotiator.



The course consists of the following 4 sessions:

- Session 1: Negotiation Strategy
- Session 2: Preparation of the Mandate and Negotiation Process
- Session 3: Conflict Resolution
- Session 4: Complex Negotiations



In order to make this training workshop as interactive as possible, simulations and role-play exercises are used and discussed. Participants are asked to describe good practices. They are also provided with techniques for their daily negotiations in Vienna, for their preparations, actions, and reviews.



The methodology of this course will include:

- Interactive Presentations
- Group discussions
- Evaluation and discussion of practical guidelines
- Skills development exercises



This course is open to:

Members of Permanent Missions accredited to the United Nations Office in Vienna,

Delegates of Ministries of Foreign Affairs and other government officials,

Representatives of international, intergovernmental and non-governmental organizations and Diplomatic academies.

Senior managers from the private sector are equally invited to benefit from this workshop.



### **Venue and Working Language:**

The workshop will be conducted in English at the Vienna International Center (VIC), in Vienna, Austria.

Participants who have attended all the sessions will receive a certificate of participation.

**Registration:**

For more information, please write an email to [diplomacy \[at\] unitar.org](mailto:diplomacy@unitar.org) ([diplomacy\[at\]unitar\[dot\]org](mailto:diplomacy@unitar.org)) or call +41 (0)22 917 88 05 or visit

[www.unitar.org/cdt](http://www.unitar.org/cdt)