

Strategic Negotiation

Cross-Cultural and Conflict Resolution

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University of South Florida

Joint Special Operations University

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Negotiation is a skill learned by understanding your audience and how to best communicate with them. Negotiations become strategic when they are placed at the center of forging collaborative relationships to develop practical solutions. Strategic negotiations become even more complex when communicating across cultures. This program introduces new thinking, based on leading research and experts in the field, on how to improve your negotiating and communication skills by introducing a three step process. The first step involves developing a deep understanding of existing interactions from the other person’s perspective. The second step develops the habit of communicating in a purposeful and strategic manner in the service of accomplishing goals. The third step develops a deep appreciation for how potential audiences make sense of negotiations from their cultural perspectives.

In discussing these three steps, participants will develop insights into why they have succeeded or failed in negotiations in the past, as well as learn practical techniques for maximizing the likelihood of success in the future. The course will introduce several important yet underappreciated topics about the dynamics of negotiation across cultural differences and conflict resolution that can greatly affect outcomes.

Participants will accumulate new knowledge, insights, and critical thinking that will help them meet the 21st century challenge of strategic negotiation and communication.

Two-Day Program Learning Objectives:

- Learn critical thinking skills to become a better negotiator and communicator
- Understand the dynamics of cross-cultural negotiation and communication
- Learn how to build successful collaborative relationships across differences
- Understand the impact of culture on strategic negotiations and how it can impact the outcomes
- Examine how to utilize cultural intelligence and advanced analytics as a negotiating tool

Day 1		Day 2	
8:00 – 8:30	Registration, Breakfast & Networking	8:00 – 8:30	Breakfast, networking
8:30 – 8:45	Welcome, Introduction, and Overview	8:30 – 9:00	Welcome back; review; day two objectives
8:45 – 9:50	What is strategic negotiation?	9:30 – 10:30	Cultural Intelligence
9:45 – 10:00	Break	10:30 – 10:45	Break
10:00 – 11:00	Conflict resolution negotiations	10:45 – 12:00	Cultural Intelligence (cont.)
11:00 – 11:05	Break	12:00 – 1:00	Lunch
11:05 – 12:00	Negotiating across cultures	1:00 – 2:30	Strategic communication skills
12:00 – 1:00	Lunch	2:30 – 2:40	Break
1:00 – 2:30	Successfully navigating the Embassy environment	2:40 – 3:30	Collaborating across differences; systematic stakeholder analysis
2:30 – 2:45	Break	3:30 – 3:35	Break
2:45 – 3:45	Negotiation tools – predictive analytics	3:35 – 4:00	Review and Reflection, key takeaways
3:30 – 3:35	Break		
3:35 – 4:00	Review and Reflection		