



PROJACS ACADEMY
by @egis



Mastering Communication, Negotiation and Presentation Skills

التميز في التفاوض والتواصل ومهارات العرض

24 - 28 July 2023

Istanbul / Turkey

Introduction

This course emphasis on the most important three managerial skills needed to professionals. First managerial skill is Communication : as Many people encounter problems interacting in environments that are culturally different from their own. Everyone has preferences regarding interpersonal interactions, and these may vary from culture to culture as well as from individual to individual. One important dimension of culture is context, which ranges from high context, (collectivism) to low context (individualism). The Cross-Cultural Interactive Preference (CCIP) Profile measures an individual's preferences for level of context as well as his or her ability to interact effectively across contexts. This profile comprises the following factors: socialization of information, socialization of people, spatial orientation, and time orientation. As a result of understanding his or her own preferences, a person can become more aware of the role that context plays in individual and group interactions.

Second managerial skill is Negotiation. Like it or not, you are a negotiator. Negotiation is a fact of life Everyone negotiates something every day. people negotiate even when they don't think of themselves as doing so.

Third managerial skill is Presentation skills is one of the most important skills needed for managerial levels, Marketing and company representative, unfortunately it is scarce due to the lack of training in Most educational grades.

Who Should Attend?

- Middle and senior managers from the private, public, and nonprofit sectors are welcome.
- Executives at all levels can benefit from the program.
- More experienced managers can test their existing decision processes, and newer managers can learn to structure their approach to business decisions.
- Anyone who wants to push his or her own leadership development in new directions or develop good leadership skills can benefit.
- The Nominees for this course is all employees of all departments, preferably:
 - All heads and mangers of Department
 - All Section Head

Objectives

By the end of the course, participants will be able to:

- Refresh their knowledge about communication
- Alleviate their interpersonal communication skills
- Have a good command of communicating a cross cultures
- Master the four Cultural Dimension of Negotiation
- Establish an effective Planned approach to over added the Value Gained
- Master how to win when they have all the power
- Follow up Sequence of How to Extend your Circle of Influence
- Develop Your BATNA to Seek Control
- Establish an effective Plan for commitment
- Master the Art of Fighting and Confrontation
- Learning how to View the Process of Negotiation
- Assess your Individual Strength and self Support in the Negotiation process based on The Gestalt
- Recognize your Arrival right to be Successful
- Avoid taking responsibility for the Other person's Feeling or Actions
- Find the Balance between Cooperation and fighting
- Achieve flexibility to win
- Explore and apply specific tools to enhance presentation skills effectiveness,
- Do presentation project and being evaluated in this regard

Course Outline

Day One

Communication:

- Principles of effective communication
- Understanding Human Behavior and rapport building
- Barriers to effective communication
- Communication styles

Communication Models

- Symbolic Communication
- Symbolic Activities
- Verbal Communication
- Verbal Activities
- Nonverbal Communication
 - Ambulating
 - Touching
 - Eye contact
 - Posturing
 - Tics
 - Sub-vocals
 - Distancing
 - Gesturing
 - Vocalism
- Nonverbal Activities
- Summary And Implications

Five Components Contributing to Effective Interpersonal Communications

- Self-Concept
 - Importance Of the Self-Concept
 - A Weak Self-Concept
 - Forming The Self-Concept
 - Listening
 - The “Third Ear”
 - Clarity Of Expression
 - A “Longer” Board
 - Coping With Angry Feelings
 - Suppression
 - Expression
 - Self-Disclosure
 - Blocks To Self-Revelation
-

- Dynamics Of Trust

Day Two

Verbal Communication

- Questioning skills
- The art of listening (Empathizing, Analyzing, Synthesizing)
- Encouraging others to break non-productive work behavior styles
- How your behavior affects others and vice versa
- Interpersonal Skills and Assertiveness
- Adopting an assertive approach to your relationships with others
- Being positive - avoiding personality clashes
- Building harmonious and open working relationships
- Communicating with colleagues at all levels within your organization
- Dealing with Difficult, aggressive, cynical and obstructive people
- Identifying and dealing with the underlying causes of 'difficult behavior'
- Typical situations you may face at work and ways of dealing with them
- Dealing with situations and events rather than personalities
- Adopting an appropriate approach in a variety of situations

Cross-Cultural Interactive Preferences Profile

Day Three

Negotiation

- Introduction
- What is Negotiation?
- Aim of Negotiation
- How to judge Method of Negotiation?
- Phases of Negotiation
- Developing your BATNA
- Principled Negotiation
- Positional Bargaining
- How Can I negotiate if they "Have all the power?"
- A consideration of Gender Issues In Negotiation
- Her Place at The Table
- Some of the Ways Women frame & Conduct Negotiation
- How to plan for Commitment?
- What if they won't Play?
- What if they use Dirty tricks?
- Don't be a Victim
- Some Common tricky Tactics
- Summary of Principled Negotiation

Questionnaire: The Negations Stance inventory

Day Four

Presentation

- The Presentation Team
- Style and Content
- Case Histories
- The Scene
- Faking it
- Technique
- Placement
- Top Ten
- Personality
- Questions and Answers
- Leave Behinds
- Reference
- Follow up

Using presentation aids

- Types of Audio Visual Aids
- Basic Guidelines for presenting Audiovisual Aids
- Creating Flip-Chart Posters
- Using Posters and Other Visual Aids
- Using power point in presentation

Day Five

Presentation project

- A work shop of the trainee choice to practice presentation skills and to be coached through

Trainees project

- Modification ,
- Criticism
- Evaluation

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **3,200 USD**
**VAT is Excluded If Applicable*

المقدمة

يقدم البرنامج تدريباً مكثفاً حول استراتيجيات التواصل والشفافية المطلوبة في المنظمات مع تقديم حالات عملية لتحسين مهارات الاتصالات الإدارية الفعالة وكيفية التعامل مع أساليبها المختلفة والسلبية أحياناً. فالبرنامج يعلم تقنيات الاستماع والتفكير الناقد لتحسين مهارات الاتصال وتحديد أفضل الاستراتيجيات للتواصل مع الآخرين مع التركيز على مهارات العرض التقني في القرن ٢١ ويقوم البرنامج أيضاً بتعزيز المشاركين بالدراية في مجال التفاوض ومهارات التأثير على الآخرين. بحلول نهاية هذا البرنامج، كنت قد تعلمت ومارست نموذج منهجي للتفاوض بشكل فعال في مجموعة واسعة من الحالات. أنت أيضاً عززت الاتصالات الأساسية للمهارات الأساسية لنجاح المفاوضات. في هذا الصدد، سيتم تقاسم بعض النصائح القيمة والمشورة مع المشاركين لتعزيز موقفهم وفقاً لذلك العام، آداب السلوك والأداء الكلي للتعامل بشكل أفضل مع التحديات المختلفة التي يواجهها الشعب والقيادة والمنظمات في الطريقة الأكثر نجاحاً.

الاهداف

في نهاية الدورة، سيكون المشاركون قادرين على:

- تحديث معرفتهم حول الاتصال
- تنمية مهارات الاتصال الشخصية لديهم
- إتقان التواصل بين الثقافات المختلفة
- إتقان البعد الثقافي الأربعة للتفاوض
- إنشاء نهج مخطط فعال لزيادة القيمة المكتسبة
- إتقان كيفية الفوز عندما يكون لديهم كل القوة
- متابعة تسلسل كيفية توسيع دائرة النفوذ الخاصة بك
- تطوير BATNA الخاص بك للحصول على السيطرة
- وضع خطة فعالة للالتزام
- إتقان فن المواجهة
- تعلم كيفية عرض عملية التفاوض
- تقييم قوتك الفردية والدعم الذاتي في عملية التفاوض
- الاعتراف بحق وصولك لتكون ناجحاً
- تجنب تحمل المسؤولية عن مشاعر أو أفعال الشخص الآخر
- إيجاد التوازن بين التعاون والقتال
- تحقيق المرونة للفوز
- استكشاف وتطبيق أدوات محددة لتحسين فعالية مهارات العرض
- عمل عرض تقديمي للمشروع ويتم تقييمه في هذا الصدد

الحضور

- نرحب بالمديرين المتوسطين وكبار المديرين من القطاعات الخاصة والعامة وغير الربحية.
- يمكن للمديرين التنفيذيين على جميع المستويات الاستفادة من البرنامج.
- يمكن للمديرين الأكثر خبرة اختبار عمليات اتخاذ القرار الحالية الخاصة بهم، ويمكن للمديرين الجدد أن يكسبوا من هيكله نهجهم في قرارات العمل.
- يمكن لأي شخص يرغب في دفع تنمية قيادته في اتجاهات جديدة أو تطوير مهارات قيادية جيدة الاستفادة.
- المرشحون لهذه الدورة هم جميع العاملين في جميع الأقسام ويفضل:
 - جميع رؤساء ومديري الدوائر
 - كل رئيس القسم