

WORKSHOP OUTLINE

PART I: THE NEUROSCIENCE OF NEGOTIATION AND CONFLICT: WHY CONFLICT FEELS STRESSFUL AND WHAT YOU CAN DO ABOUT IT

1. How conflict affects us physically and mentally
 - a. What happens to our brains on stress?
 - b. The biology of Fight or Flight
 - c. Stress transfer
2. Overcoming stress
 - a. How your body language changes your brain
 - b. Yoga for negotiators
 - c. Mindfulness for negotiators
3. Neuroscience and conflict resolution
 - a. How perceptions effect realities
 - b. Understanding cognitive biases
 - c. How cognitive biases affect judgment (yours and theirs)
 - d. The power of priming words

PART II: NEGOTIATION AND CONFLICT RESOLUTION SKILLS

1. The importance of negotiation and conflict resolution in our personal and professional lives
2. Understanding the connection between decision-making, negotiation, and conflict resolution
3. The importance of preparation
 - a. Understanding the process
 - b. Understanding the participants
 - c. Understanding the issues
 - d. Assessing your goals, strengths, and weaknesses
 - e. Identifying your *BATNA* (Best alternative to a negotiated solution)
4. Assembling your toolkit – Negotiation superpowers
5. How to be assertive and flexible
6. Tales from the trenches (real world examples)