

## Executive Summary

### **Who We Are:**

The National Mediation Institute is a gathering of the top trainers in the fields of mediation, negotiation and conflict management and adjacent disciplines for two purposes: training and mentoring mediators in our profession, and bringing expertise from the world of mediation and conflict resolution into the business world. When people come together in a mediation, it is because they had a conflict that was not properly attended to or a negotiation that went badly. Our mission is to lead businesses in learning to manage their daily discussions in a way that promotes effective decision-making, maintains healthy team dynamics and avoids friction, conflict and impasse.

### **Our Corporate Workshops:**

**Conflict Management Skills:** We begin with the premise that conflict is inevitable. When two or more people work on a project, there will be disputes. What separates effective working teams and departments from the rest lies in how they deal with the conflict they experience. We begin this interactive workshop with conflict recognition, which sounds simple, but is what we find to be the most often overlooked step. We then utilize the Thomas-Kilmann research to work people through identifying their strengths and weaknesses in dealing with conflict situations. We develop in them a respect for people who approach conflict differently than they do, and have them recognize which response to conflict most strategic in a given situation. We introduce them to the concept of positions vs. underlying interests in a way that is visual, digestible, and memorable, introducing them to inquiring into the other person's interests, rather than getting stuck in arguing positions in a "who is right" discussion (Inquiry vs. Advocacy). The results are enhanced mutual understanding and respect, bringing about stronger collaboration, and well-oiled teams that make better decisions.

**Strategic Negotiation Skills:** We begin this highly-interactive workshop with two premises: 1.) Most people negotiate in a way that is consistent with their personality – nice people tend to be accommodating, causing them to give away the store, and hard ball people tend to want to win every discussion, which can ruin relationships, and 2.) Most of your team spends a significant amount of their day negotiating. They negotiate report deadlines, client demands, team priorities and direction, and even vacation time. What separates successful negotiators from those who hit and miss, is mastering both approaches, and learning to be strategic, rather than emotional, in making their choices. We lead your teams through exercises, role play simulations and even negotiation games that illustrate both distributive negotiation (competing for a larger slice of the pie), and integrative negotiation (interest-based negotiation where win-win is the goal), and help them learn to identify which kind of negotiation they are in, and what tools to use in such a situation. Most attendees, especially the senior ones, tell us that they have negotiated their entire career by using their "gut", and that understanding the strategy and basis for their decisions helps them to process their negotiations in a way that is more removed, calculating, appropriate, and ultimately more successful, while maintaining the relationships at the same time.

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### Who Should Attend?

We have provided these courses to companies of all sizes. We have taught Strategic Negotiation Skills to large corporations such as Nationwide Insurance, Zenith Insurance, LexisNexis and Accountants, Inc. and smaller companies like Megatrax, who sent only the 24 people that comprise their executive leadership team and their sales and customer service teams. And while some companies bring us in to teach Conflict Management Skills to their upper management team, human resources and legal departments, others have us train every employee who manages others in any capacity.

### The Value of Your Investment:

These workshops are ultimately meant to do one thing: to raise your organization's productivity. Our surveys show that the average worker spends between 50-75% of their time negotiating (with clients, colleagues, team members) or dealing with conflict. We recognize that the fee you pay us is one of the smallest measures of your investment in these workshops. Your people's time away from their work and burden on those who cover their desks, allowing them to attend, must be rewarded in a way that exceeds the break from their everyday work. By investing in your people's conflict management and strategic negotiation skills, you are giving them the tools that they need to be most successful, and you are demonstrating that the organization continues to support their success, even in a difficult economic climate. Investing in your people in this way will raise their skills, inspire them (that part is our job), and build morale. Your clients will notice, your managers will notice, and your staff will notice the difference in your organization's attitude and productivity.

### Our Guarantee:

We back our workshops with a 100% money back guarantee. If your organization is not completely satisfied with any of the work that we do for you, we will refund 100% of your investment without hesitation. We are that confident in the successful track record we have had and in the value we have demonstrated over the years. On our evaluations, on a scale from 1 to 5, with 5 being best, we have never averaged lower than a 4.0, and are usually well above 4.5. Your people will be engaged and entertained while they learn and practice new skills, and they will tell you that it was time well invested.

### Contact Us:

For more information, pricing, and scheduling, please contact **Allen Levy**, Corporate Training Manager, at (805) 587-4747 or [allen@mediationtools.com](mailto:allen@mediationtools.com).