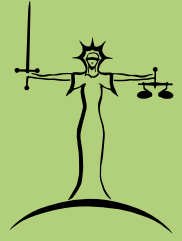


# Negotiation - Alternative Dispute Resolution



**La Touche Training**  
the legal training consultants



A One day course designed for delegates involved in the resolution of complaints, disputes or litigation.

Negotiation is a recognised and highly effective alternative form of dispute resolution. With an experienced Lawyer presenting the course delegates will learn how to thoroughly plan and prepare for a negotiation and how to maximise the opportunity to resolve issues firsthand without having to resort to the courts or higher authorities.

## **La Touche Training**

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**Delegates eligible for  
CPD/CME credits**

# NEGOTIATION - ALTERNATIVE DISPUTE RESOLUTION

**"Excellent course, I will be able to use it for many aspects of my work"**

Civil Servant

## WHO AND WHY?

Delegates involved in resolving disputes/issues in the workplace, handling complaints, dealing with the public or helping to negotiate disputes should attend this training. Early resolution of disputes saves vast amounts of time and money. Successful negotiation requires full and proper planning and preparation. Delegates will learn how to achieve this so as to ensure an effective negotiation.

Delegates will learn how to identify all the issues and facts involved in a dispute situation. This will allow them to appreciate the strengths and weaknesses in each sides case. This knowledge will maximise their chances of reaching a realistic resolution in a negotiation type situation.

## COURSE OUTLINE

Delegates will consider preparation, identification of issues, facts, strengths and weakness in positions, questioning strategies and styles of negotiation.

## KEY LEARNING POINTS

This course will enable delegates to effectively negotiate and appreciate the advantages to resolving issues and disputes by way of negotiation. It is an experiential training course with delegates learning by doing with interactive sessions and practical exercises throughout. The following are the key learning points:

- Preparing for a negotiation by considering the relevant issues, facts, evidence and law
- Identifying clear objectives, strategy and style

- Defusing a situation and handling conflict and aggression
- Understanding and applying concessions
- Opening bids and resistance points
- Active Listening
- Effective Questioning
- Analysis of own and other parties strengths
- How to reach a binding agreement & preserve a professional relationship

## COURSE LOGISTICS

If you have 5 or more colleagues interested in the training, you may wish La Touche Training to design and deliver the training in House at your organisation.

## ABOUT LA TOUCHE TRAINING

La Touche Training is Ireland's leading legal training company. We specialise in training non-lawyers in legal matters.

Our course designers and team of lawyers have unparalleled experience in providing high quality training that is tailored to your exact requirements.

Since beginning our specialised programme in 1995 over 70,000 delegates have attended our high quality and innovative training programmes. Clients' feedback is testimony to the success of our courses.

**Please call Adrian Kiernan at 01 878 8263 or  
Martin Partridge at 01 878 8264 to book or discuss training**

**We work with a broad range of organisations including:**

### Organisations

- AON Risk Management
- DELL
- Eircom
- ESB
- FAS
- Fire Services Council
- I.B.E.C
- Institute of Chartered Accountants of Ireland
- Institute of Engineers of Ireland
- Pfizer
- PM Group
- RPS Consulting Engineers

### Government Departments & Regulatory Bodies

- Companies Registration Office
- Competition Authority
- Comreg
- Department of Agriculture & Food
- Department of Education & Science
- Department of Enterprise, Trade & Employment
- Department of Environment
- Department of Foreign Affairs
- Department of Health
- Irish Naval Service
- National Parks & Wildlife Service
- Private Security Authority
- Revenue Inspectors

### Local Authorities

- Clare County Council
- Cork County Council
- Donegal County Council
- Dublin City Council
- Fingal County Council
- Galway City Council
- Kerry County Council
- Longford County Council
- Mayo County Council
- North Tipperary County Council
- South Dublin County Council
- South Tipperary County Council

### Medico-Legal Clients

- Beaumont Hospital
- Central Mental Hospital
- Coombe Women's Hospital
- Drogheda Women's Refuge
- Health Service Executive (All Areas)
- Kerry General Hospital
- Limerick Regional Hospital
- Mater Misericordiae University Hospital
- Midland Regional Hospital
- St. James's Hospital
- St. John of God Hospitalier
- Vergemount Clinic



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