



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Organizational Behavior Development and Management

Code	City	Hotel	Start	End	Price	Language - Hours
MT-830	Kuala Lumpur (Malaysia)	Hotel Meeting Room	2027-03-01	2027-03-05	4450 €	En - 25

## Introduction:

Organizational Behavior is the study of how individuals and groups impact behavior within an organization. Organizational Behavior presents a comprehensive introduction to the process of management and the science of organizational behavior so that students comprehend the fundamental theories of management and of human behavior in organizational environments. Thus, the course examines the history and a contemporary analysis of these two concepts relating them to aspects of the individual, the group and to organizational systems. It is an interdisciplinary field drawing from numerous disciplines including psychology, sociology, economics, and organization theory. Additionally, the course covers emotion, emotional intelligence, work motivation, work attitudes, job satisfaction, work teams and group dynamics. In this course, conceptual frameworks and case discussions are included to assist students in developing their communication and group /teamwork competencies to critically analyze related complex information.

## This training course will feature:

- Learn what defines organizations and management.
- How the management challenges of ethics, change, performance and globalization interact with Organizational Behavior.
- The nature and impact of individuality on work activities.
- The ways in which groups form and interact whilst undertaking work within organizations.



- The influence of technology on work within the organization.

## WHO SHOULD ATTEND?

This training course on Organizational Behavior, Development & Management will help both experience negotiators build on and develop their existing skills, as well as those less experienced who aim to progress in the future to more challenging roles.

## This training course will highly benefit:

- Ambitious Professionals
- Management Teams
- Team Members
- Administrators and anyone who wishes to enhance their negotiation skills and make negotiation a more rewarding and effective part of their job.

## Course Outline

- Understand human behavior in a variety of organizations through communication, motivation, group dynamics, leadership, power, performance management, technology, and organizational design and development.
- Build a foundation in interpersonal effectiveness, organizational conflict resolution, talent recruitment, training, labor relations, and legal issues.
- Acquire knowledge in focused topic areas, such as change management, self-and-team management, and leadership communication.
- Breaking Down the Negotiation Process
  - The Fundamental Requirements of Negotiation
  - Power Dispersal and the Development of Negotiation Theory
  - Causes of Organizational Conflict
  - Conflict Escalation and Steps to Prevent It
  - Managing Conflict - The Five Primary Strategies



- The Dichotomy of Negotiation - Competing and Cooperating
- Gaining Personal Insight - Negotiation Style Assessment
- Negotiation as a Mixed Motive Process
- Implementing Practical Negotiation Strategies
  - Effective Practical Negotiation Strategies
  - Competitive Value Claiming Negotiation Strategies - Cutting the Pie
  - BATNA, Reserve Point, Target Point
  - Opening Offers, Anchors, Concessions
  - Cooperative Value Creating Negotiation Strategies - Baking a Bigger Pie
  - Identify Interests, Information, Diagnostic Questions & Unbundling Issues
  - Package Deals, Multiple Offers and Post-settlement Settlements.
  - Categorizing Negotiation Outcomes
- Preparation Templates, Sources of Power & Key Mediation Techniques
  - Preparation Template - Planning to Negotiate
  - Internal & External Preparation, Synthesis and Situation Assessment
  - Identifying and Leveraging Negotiating Power
  - Mediation in Context - Negotiation, Mediation, Arbitration and Litigation
  - Mediation as a Facilitated Negotiation
  - Practical Mediation Techniques to Resolve Disputes
  - Dealing with Confrontational Negotiators
- Communicating to Maximize Negotiation Effectiveness
  - Communication Style - Packaging Information for Maximum Influence
  - Active Listening Skills in Negotiation
  - Communicating through Body Language
  - Interpreting Body Language and Nonverbal Behavior
  - Communicating within Negotiation Teams
  - Improving Negotiation Team Performance
  - Ethics and Negotiation
- International and Cross-Cultural Complexities
  - What is culture and how does it affect negotiating norms?
  - Hofstede's Cultural Dimensions
  - Advice for Cross Cultural Negotiations



- Unique Features of International Agreements
- Building a Deal - What to Remember?
- Applying Learning to a Range of Organizational Situations
- Summary - Building a Better Negotiating Organization.



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant will receive comprehensive training materials, including theoretical content, practical exercises, and supporting resources, provided in both printed and digital formats. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

### **Program Timings:**

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

### **The program includes:**

- A daily Coffee Break provided during the sessions to ensure participants comfort.