



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Organizational Behavior Development and Management

Code	City	Hotel	Start	End	Price	Language - Hours
830	Florence (Italy)	Hotel Meeting Room	2025-02-17	2025-02-21	5450 €	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 employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.