



ASSOCIAZIONE EQUILIBRIO & R.C.

Advanced Mediation and Negotiation Workshop in Complex Disputes



Bologna, October 21, 22 and 23 2019

The Workshop provides the advanced skill and strategies for the practice of mediation and negotiation in complex cases.

Program:

1-Civil and Commercial Mediation:

- Advanced skills for mediators
- Features of intercultural communication
- Tools of the mediator to work in cross-cultural negotiations and conflicts.
- The “**Equilibrio in Azienda**” Project: a systemic approach to the management of internal and external corporate conflicts.

2-Commercial Negotiation:

- How to overcome difficulties with difficult negotiators .
- How to create effective negotiation strategies
- How to deal with tricks and negotiation problems
- How to cope with stress and emotions in negotiations
- Complex multi-party negotiations
- Intercultural negotiations in practice (the Italian, Spanish, Swiss and South American approaches).

Associazione Equilibrio, founded in 1996, is the first Italian organization that works in the development and the creation of extrajudicial methods for the dispute resolution in a wide range of fields (negotiation and commercial mediation; organizational mediation, environmental, social and school mediation), through the research, training and advice services.

Ana Uzqueda



**Lawyer, Mediator and
Negotiator.
Trainer in Negotiation
and Commercial
Mediation Complex
Disputes in Italy,
Argentina, Mexico,
Switzerland and Spain**

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