

**CHARTERED**   
INSTITUTE OF PROFESSIONAL CERTIFICATIONS

# CERTIFIED INTERNATIONAL NEGOTIATOR™

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**CIN™**

**Fully Accredited  
By:**

Chartered Institute of  
Professional Certifications

CPD  
Certification Service



# PROGRAM OVERVIEW



This **Certified International Negotiator (CIN™)** is designed to help you to be a better negotiator in winning negotiation in both informal interaction and formal transaction. Through impactful best practices and success stories, this program will show you how to **counter ineffective negotiations** and overcome challenges by understanding different personality types, emotions and interests during a negotiation. You will discover the importance of **building and maintaining trust in negotiations** and be equipped with techniques on facilitating your negotiations with constructive options to **close a win-win negotiation**. With case studies from **Harvard Business School**, this program will also show you how you can enhance your negotiation skills by engaging in **complex one-on-one, multiparty, and team negotiations** using concepts and simulations that have been widely used by world-class master negotiators internationally.

By the end of the program and upon passing the Chartered exam, you will have earned the **Certified International Negotiator (CIN™)** designation which you can use to demonstrate your professional credentials and track record in developing winning negotiation strategies. Globally demanded and recognized, this designation is an industry-recognized trademarked charter developed by the **Chartered Institute of Professional Certifications and has lifelong validity**. It's also fully accredited by CIPD (Chartered Institute of Personnel and Development), with 160,000 membership organizations worldwide. We look forward to welcoming you to this program.

## ACCREDITATIONS



4.8



4.6



# KEY SKILLS YOU WILL GAIN

## From This Program



**NEGOTIATION SKILLS  
PERSUASION SKILLS  
MULTIPARTY NEGOTIATION  
MANAGING COGNITIVE BIAS**

**TEAM NEGOTIATION  
DISTRIBUTIVE NEGOTIATION  
INTEGRATIVE NEGOTIATION**

**BEST ALTERNATIVE TO A NEGOTIATED  
AGREEMENT (BATNA)  
ZONE OF POSSIBLE AGREEMENT (ZOPA)**

**RESERVE POINTS  
PACKAGING DEALS  
DIAGNOSTIC QUESTIONS  
DEALING WITH EMOTIONS DURING NEGOTIATIONS**

**CROSS CULTURAL NEGOTIATIONS  
ONLINE NEGOTIATION  
CONSTRUCTIVE NEGOTIATION  
COMPLEX PERSONAL NEGOTIATION  
RAPPORT BUILDING**



# YOUR FACULTY DIRECTOR



## Enda Young

Negotiation Expert and Program Director with University of Oxford and Queen's University Belfast

Enda is one of the most sought-after negotiation, mediation, and conflict resolution experts globally, having over 20 years of experience as a practitioner and lecturer. He is currently the Managing Director of Mediation Northern Ireland that provides alternative dispute resolution to global clients. He has also founded and serves as **Program Director** of the negotiation program at the **William J. Clinton Leadership Institute at Queen's University Belfast**. Enda also serves as a tutor for the Oxford Program on Negotiation at Saïd Business School, **University of Oxford**.

In addition, he has been trained at Harvard University where he applies the key learnings to his negotiation training and consulting work. Enda is also a Certified Mediator with International Mediation Institute (IMI) and The Mediators' Institute of Ireland (MII). **His contributions in the industry has led him to be named one of Northern Ireland's top 40 under 40 in business by Business First in 2019.**



# OUR PARTICIPANTS

Over 70% of FORTUNE 500 Companies Have Attended Our Accredited Programs Before

Goldman Sachs

SAMSUNG

ExxonMobil

BURBERRY

citi

IKEA

VOLVO

HYUNDAI

Pfizer  
Life is our life's work

Nestlé

# PROGRAM AGENDA



## NEGOTIATION



### MODULE 1: THE NEGOTIATION PROCESS

- Lesson 1 - The Importance Of Perceptions And Cognitive Biases
- Lesson 2 - System 1 And 2 Thinking & The Neuroscience Of Negotiation
- Lesson 3 - The Negotiation Process

### MODULE 2: NEGOTIATION STYLES

- Lesson 1 - Negotiation Styles
- Lesson 2 - Johari Window
- Lesson 3 - Personal Negotiation Strategies

### MODULE 3: NEGOTIATION STRATEGIES

- Lesson 1 - Distributive Negotiation Strategies
- Lesson 2 - Integrative Negotiation Strategies
- Lesson 3 - Claiming And Creating Value And Mixed Motive Processes

### MODULE 4: KEY NEGOTIATION CONCEPTS

- Lesson 1 - Best Alternative To A Negotiated Agreement (BATNA)
- Lesson 2 - Zone Of Possible Agreement (ZOPA)
- Lesson 3 - Reserve Point, Position/Interests/Needs, Anchors

### MODULE 5: TECHNIQUES, SKILLS AND ONLINE NEGOTIATION TIPS

- Lesson 1 - Listening Skill
- Lesson 2 - Practical Negotiation Techniques
- Lesson 3 - Online Negotiations Tips

### MODULE 6: PREPARATION, RAPPORT AND TACTICS

- Lesson 1 - The Importance Of Preparation
- Lesson 2 - Rapport Building
- Lesson 3 - Key Negotiations Skills And Tactics

### MODULE 7: HOW TO DEAL WITH EMOTIONS DURING A NEGOTIATION

- Lesson 1 - Emotions In Negotiations
- Lesson 2 - 5 Core Emotional Concerns
- Lesson 3 - Emotional Intelligence

### MODULE 8: BODY LANGUAGE

- Lesson 1 - Body Language Principles
- Lesson 2 - What Is Body Language And How Do We Accurately Read It
- Lesson 3 - How To Use Your Own Body Language To Negotiate More Effectively

# PROGRAM AGENDA



NEGOTIATION



## MODULE 9: INFLUENCING AND PERSUASION SKILLS

Lesson 1 - Influence Skills

Lesson 2 - Persuasion Science

Lesson 3 - Behavioral Change Stairway Model

## MODULE 10: CROSS-CULTURAL NEGOTIATIONS

Lesson 1 - Cross-Cultural Negotiations

Lesson 2 - Hofstede Cultural Dimensions

Lesson 3 - Dealing With Different Cultures

## EXAMINATION



# YOUR CHARTER DESIGNATION



Chartered Institute of Professional Certification's programs are unique as they provide you with professional charter designation and mark that can be used across your lifetime once you have completed our programs.

After completing the program and passing the exam, you will be awarded the **Certified International Negotiator (CIN™) Designation charter** that can be used in your resume, CV and other professional credentials. This designation is a global trademark and industry-recognized with lifelong validity.

Globally demanded and recognized, this designation will help you distinguish your skillsets and you have attained expertise in **developing winning negotiation strategies that helps you to maximize the value in the agreements you reach.**

# ABOUT US

49,525

Business Leaders Have  
Attained Their Chartered  
Certifications Since 2009

390

Certified and Fully  
Accredited Programs

87%

Chartered Leaders Have  
Reported Career Promotions  
and Enhancements

## Chartered Institute of Professional Certifications

All of Chartered Institute of Professional Certifications programs are fully accredited programs. The professional charter and designations are trademarked credentials that can only be used by professionals who have completed and passed our accredited program. It is also independently accredited by CPD as adhering to the highest standards of continuing professional principles.

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# OUR FACULTY DIRECTORS

We Collaborate With  
Instructors From  
Renowned Institutions



**HARVARD**  
UNIVERSITY



**Wharton**  
UNIVERSITY of PENNSYLVANIA



**Stanford University**



**UNIVERSITY OF MICHIGAN**



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE



**Columbia  
Business  
School**

**London  
Business  
School**





# CONTACT US TODAY

We Thank You for Your Ongoing Support  
of Our Programs

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