

Gamified Training for effective negotiation and communication - Enhance your negotiation management and moderation skills -

Learn to negotiate more successfully based on the Harvard negotiation method.

Gamification Storyline:

In this Serious Business Game Training, you'll take the role of Carlo Vecchio. Your goal is to make your maritime trading company grow by making decisions about your fleet of ships and the trading routes you want to operate. You'll get the money for your investments by negotiating with some of the characters in the gamified training, and from the profits from your trading routes. You'll have to search for relevant information in the different scenarios of the city by talking to some of the characters and using certain objects, e.g. signs, signals, books, etc.

Your mentor, Lucio Ricci, will help you at different points in the adventure with his lessons and lectures. Make sure to listen to him carefully and jot down some of his teachings ("Mentor" scenario). You'll compete with the rest of your co-workers in trying to become the most prosperous trader in Venice.

Merchants is a unique learning experience based on a simulator that recreates 6 real cases of negotiations in which students apply their skills to negotiate, communicate effectively and resolve conflicts.

Characteristics of the Serious Business Game:

- ✓ Learn with gamified training didactic methods.
- ✓ **Applicable and practical content for negotiation and communication.**
- ✓ Results-oriented learning with revolutionary gamification technologies.
- ✓ Use the simulations for experience-based learning.
- ✓ Flexible, intuitive to use, quick and easy to train.
- ✓ An exciting gamification storyline facilitates targeted and experiential learning .
- ✓ **A unique learning experience!**

Yes, just try it out? Get a free test license www.Audit-Championship.com

The Audit Championship Team is your didactic contact for Serious Business Games in Internal Audit. We would be happy to provide you with an individual offer for your team: SmartLearning@Audit-Championship.com. Together with you, we develop concepts how you can support your Internal Audit Team independently of time and location in up to 14 languages simultaneously, worldwide.

Create a new and unique training experience for your Internal Audit Team!



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Knowledge and skills:

Merchants is a Serious Business Game Training that focuses on **practical application**. With the help of the realistic simulations and characters an **effective knowledge transfer** succeeds with this training. The gamified training elements stimulate a systematic didactic learning process.

This enables you and your employees as participants to achieve a significant improvement on team and individual employee level in daily activities or projects in the cooperation. Among other things, the following skills are improved:

- ✓ Continuous learning, self-control, information sourcing, effective communication, focus, conflict resolution, impact and influence, initiative, integrity, leadership, results-orientation, analytical thinking, planning, coordination, problem solving, stress tolerance, decision-making, customer service.
- ✓ **Further integrated skills for learning in the Serious Business Game Training:**
- ✓ Pro-active action, organization, team-oriented work, self-confidence, self-awareness, empathy, flexibility, change management, assertiveness, innovation and creativity.



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Content overview:

In six levels of training, Merchants fosters effective learning by enabling users to practice the key skills needed to improve negotiation:

- ✓ Build trust and improve your negotiation skills with 6 challenging real-life negotiation cases.
- ✓ Understand the importance of knowing the interests of the other business counterparty.
- ✓ Develop techniques to increase your bargaining power and forge lasting and successful partnerships.
- ✓ Discover the keys to preparing and presenting a proposal effectively.
- ✓ Make use of tools to increase the benefits of an agreement.

Step by step, using case studies and simulations, we will introduce you to methodical approaches that will help you to improve your work activities in the team with effective communication and a set of moderation techniques. Consciously train your negotiation and conflict resolution skills.



Objectives | Why Merchants?

Merchants is designed for all professional profiles, especially for those who want to develop their skills and competencies for effective communication and conflict resolution. The training is applicable and useful in both professional and personal environments.

Thanks to this course:

- ✓ Learn and enhance skills with a direct impact such as leadership, negotiation and customer service.
- ✓ Learn the keys to building trust and understanding the other party.
- ✓ Understand the salient points of relative power in negotiation and learn to successfully manage them.
- ✓ Learn strategies for focusing on interests instead of positions to close win-win agreements.
- ✓ Discover how to manage the cession and concession stages in a negotiation.
- ✓ Strategically improve your communication and proposal presentation skills.



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Methodology

The developed game-based learning method is a combination of **3 elements**:

- ✓ **High quality content** equivalent to a two-day on-site course, with a strong practical focus that is useful and directly applicable to the work
- ✓ The **use of gamification techniques** in terms of story telling, ranking motivation, scoring, different learning and game levels, and incentives through recognition and awards. This makes the training a motivating and exciting learning experience. This directly promotes the intrinsic motivation to learn on your and your employees' side.
- ✓ **Practical exercises** that allow you as a participant to practice directly in a safe and motivating environment and to implement the practical knowledge. You will **receive detailed feedback** in the form of individual learning loops.

How do you make it work? What are the IT requirements?

1. **The only thing you need** to use this business game training is an end device with internet access.
2. You can **access our performance-optimised business game platform** at any time, from anywhere in the world via your individual user profile or integrate the business game training into your LMS (Cornerstone, Moodle, SAP Success Factors, etc.).
3. You will receive regular reports on the progress of your participants and training groups. This allows you to always keep an overview and motivate your teams in a goal-oriented manner.

