

Negotiation and Mediation Skills Training

U.S. EMBASSY, ADDIS ABABA Invitation to Quote PR6519104

The Embassy of the United States of America, Addis Ababa, Ethiopia, invites all eligible bidders to provide quotation for **Negotiation and Mediation Skills Training Trainer**, as per the below specification:

Eligible suppliers can submit their price quotation: AddisGSOProcurement@state.gov , Attn: **Yoseph Shigute** before July 27, 2017 COB.

The US Embassy Addis Ababa reserves the rights to accept or reject any or all bids.

Negotiation and Mediation Skills Training

Background

CDC-Ethiopia (East Africa) is a scientific organization operating in the health sector and primarily in the area of HIV/AIDS to reduce the impact of the epidemic through partnership with the government of Ethiopia and other partners. CDC-E provides technical as well financial support for the implementation of HIV/AIDS/STI and TB related projects that focus on building the capacity of the health services in the country. In order to provide these services efficiently, CDC-E is required to build the competence of its staff in the vital skill sets in negotiation and developing logical argumentation, as that is a lot of what we do both internally and externally. Hence, building our staff's capacity in negotiation and mediation skills through training and equipping them with relevant tools is of a paramount importance to the success of CDC-E.

Our workforce needs to be able to be equipped with knowledge of conflict and conflict management techniques such as negotiation and mediation; create an opportunity for participants to explore their personal attitudes to conflict; recognize their own approaches in dealing with conflict, and be aware of how these attitudes and this approach/ these approaches/ may have an impact on their effectiveness when handling their own and others' conflicts.

How well our staff understand conflict first before dealing with it make or break our professional image as conflict is natural, inevitable, necessary, and normal, and that the problem is not the existence of conflict but how we handle it. So how our staff view the dynamics of conflict resolution will largely determine our attitudes and approaches to dealing with it and how we understand conflict will guide the way we mediate or negotiate internally or externally. To be a skilled negotiator and mediator, it takes awareness, training and the know-how to apply proven techniques to all kinds of conflict scenarios. In short, effective negotiation and mediation skills training is more essential than ever before. It is the foundation on which our agency and staff careers are built and a crucial component of lasting success.

Objective

- to deal with conflict in a creative and positive way, and to find a solution or a way for people to hear and appreciate the differences between their perspectives.
- to develop the key negotiating skills that bring success in day to day work and in life.
- to develop logical argumentation.

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Specific Objectives

- to be able to see scenarios from other people's point of view
- to identify areas of agreement
- to identify points of leverage and blockages
- to be able to use lateral thinking to find other ways of achieving an objective
- to be flexible and sensitive to communicators

Participants of the Training

With this understanding, in-house training on *Negotiation and Mediation skills* is proposed for nearly **50** CDC-E public health and management staff for the FY'17.

For this training **two facilitators** are envisaged to be hired as trainers.

Scope of Work

The contractor shall provide *Negotiation and Mediation skills* training for maximum of **50 trainees** in **three days (six hours/day) focusing** on developing negotiation and logical argumentation skills, and methods of developing the participants' efficiency in practicing result-oriented negotiation through tact, diplomacy and win-win approach both internally within the agency and externally with implementing partners.

Sessions are to be arranged to cover all the core theoretical and practical presentations of a standard and modern approach of *Negotiation and Mediation skills* within **three training days (six-hours-a day)**.

Methodology of Delivery

This should include self-assessments; individual, small, and large group practical exercises; discussions; case scenarios; facilitator presentations; and application planning.

The Contractor shall work closely, and uses background information provided by CDC-E Training Coordinator, and the Management.

Specific Tasks /Main Activities/

The Trainers/Training Institution shall:

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- Develop the training module and contents, and work plan and submit to CDC-E office for review and approval;
- Prepare handouts, exercises, and reference materials
- Conduct a **three-day of six-hour-a day** *Negotiation and Mediation skills* training to a maximum of **50** trainees;

Training Module & Customization of Material

Although the trainers/facilitators have the discretion to suggest the contents of the *Negotiation and Mediation skills* training module, in order to meet CDC-Ethiopia needs as effectively as possible, the courses will be customized to suit the context of our organization and may include the following:

- Stimulate participants' awareness of the complexities of negotiation
- Equip participants with a framework for understanding, diagnosing and leading the negotiation process
- Enhance participants' skills through hands-on experience and feedback
- Provide participants with a process for continued improvement and learning
- Dealing with difficult behaviors and tactics
- Building long-term, strategic relationships
- Communicating effectively
- Influencing and persuading others
- Managing differences in perceptions
- Managing roles in multi-party negotiations

Methodology and Format

- The training is designed in accordance with the principles of adult learning. These encourage participation and active learning and include group work, case studies, scenarios, role-plays, etc.

Deliverables

The trainers are expected to deliver the following outputs.

- Training plan to be submitted **within 10 days** after the award of contract;

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- A detailed workbook that will contain all the course exercises and answers, as well as summaries of all the major discussions and learning points.; and two extra copies of each document to the Training Coordinator for documentation;
- Certificates to those trainees who complete the training;
- A soft copy of the training completion report;
- Training evaluation sheet for participants to complete;

Requirements of Trainers/Facilitators/

- The trainers/facilitators/ must have broader knowledge and hands-on experience of providing *Negotiation and Mediation skills*, particularly in the office environment.
- The trainer/contractor must be familiar with PEPFAR/CDC-E policies, guidelines and planning and monitoring requirements;
- Full-day training is proposed in order to ensure full participation without interruption for the application of the training;

Period of Performance

- The contractor shall complete the training within one month after signing the contract.
- The total number of participants are **50** and constitutes senior managers, supervisors, public health officers, and similar professionals.

Training Venue

- Addis Ababa (hotels TBD) and to be arranged by CDC Ethiopia.
- Each room will have comfortable seats for trainees in the consultant prescribed arrangement.
- Each venue has a flipchart and facilities for projecting from a laptop with sound for videos.

Duration of Training and Date of Training

- Training generally starts at 08h00 and finishes at approximately 17h00 each day, unless otherwise agreed.
- September 18-20, 2017