



NEGOTIATION AND CONFLICT MANAGEMENT in Organizations

Course Introduction:

The ability to negotiate effectively and manage conflict is one of the most valuable skill sets we can develop within our organisation. Not only does developing these skills allow us to negotiate better deals by creating and then claiming value, but it also enables us to manage teams more expertly, interact more constructively with colleagues and manage conflict effectively.

This training provides both a comprehensive strategic analysis of the negotiation process as well as the essential tools for planning and managing every negotiation. Delegates will learn to negotiate excellent outcomes both externally with suppliers, contractors and customers but also internally within your organisation between colleagues, departments and managers.

In this training delegates will:

- Become aware of their own natural negotiation and conflict management style
- Develop a detailed understanding of negotiation through a detailed analysis of the process
- Gain the essential tools and knowledge to plan and manage every negotiation
- Understand key negotiation strategies and how to apply them in a range of situations
- Enhance your ability to add value through the negotiation process
- Build on their existing experience and skill to become a highly effective negotiator and conflict manager

Course Objectives:

The aim of this seminar is to provide delegates with a practical skill base that will allow them to:

- Gain self-awareness of their personal negotiation and conflict management style
- Understand the key analysis of the negotiation and conflict process
- Learn how to achieve collaborative value adding negotiation results
- Expand their range of negotiating skills and strategies
- Be able to use a three-step planning guide to analyse and prepare for a negotiation
- Develop the ability to mediate their own disputes and negotiations and to become a more skilled and effective negotiator

Who Should Attend?

This seminar combines action learning, practical insights, and leading edge theoretical concepts

This seminar is targeted at:

- Ambitious Professionals
- Management Teams
- Team Members

- Administrators
- and to anyone who wish to enhance their negotiation skills and make negotiation a more rewarding and effective part of their job.

Course Outline:

Negotiation and Conflict Management

- Negotiation theory and practice – negotiation defined
- Power and society – the rise of negotiation and conflict management
- The sources of conflict in the organisation
- Conflict escalation and steps to prevent it
- Conflict management strategies
- The two distinct approaches to negotiation
- Understanding your own negotiation style
- Negotiation as a mixed motive process

Practical Negotiation Strategies

- Strategic and tactical negotiation approaches to negotiation
- Value claiming distributive negotiation strategies
- BATNA, Reserve point, Target point
- Opening offers, Anchors, Concessions
- Value creating Integrative negotiation strategies
- Sharing information, diagnostic questions & unbundling issues
- Package deals, multiple offers and post-settlement settlements
- The four possible outcomes of a negotiation

Negotiation Planning, Preparing and Power

- Wants and needs – distinguishing between interests and positions
- A three step model for negotiation preparation
- Your position, their position and the situation assessment
- Understanding the sources of negotiating power
- Altering the balance of power
- The power of body language
- Understanding thoughts from body language
- Dealing with confrontational negotiators

Mediation skills – a powerful negotiation tool

- Communication and questioning
- Active listening in negotiation
- ADR processes – putting negotiation in context

- Negotiation, Mediation, Arbitration and Litigation
- Mediation as a facilitated negotiation
- Techniques of the mediator – practical mediation skills to help resolve disputes
- Working in negotiation teams
- Mediation in practice – mediation exercise

International and Cross Cultural Negotiations

- International and cross cultural negotiations
- Cultural Values and Negotiation Norms
- Advice for cross cultural negotiators
- Putting together a deal
- Team international negotiation exercise
- Applying learning to a range of organisational situations
- Summary session and questions

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

