

Course Content

Why attend?

We engage in negotiations every day through our interactions with colleagues, clients, or suppliers. Conflict and disagreement are a natural and inevitable part of life. With careful, thoughtful self-preparation, and by following the negotiation process outlined in this course, you will be equipped to resolve conflict and achieve constructive outcomes.

How long is this course?

2 Days

Who should attend?

Employees who would like to build a more powerful rapport with colleagues, managers, clients, and suppliers, by increasing their ability to resolve conflict and negotiate more effectively.

What is Conflict Negotiation?

- Components of Conflict Negotiation
- What is involved?
- What is gained?

Understanding Conflict

- Beliefs, attitudes, and responses to conflict
- Identify your conflict negotiation style
- Adapt your style to suit the situation and goals
- The nature of the conflict at hand
- Personal investment in the outcome of the negotiation process

Develop Effective Interpersonal Skills

- Acknowledge and validate perceptions
- Improve understanding of the other party involved
- De-escalate tension and conflict
- Overcome past negative history

Building Working Relationships

- Build trust and accountability through personal integrity
- Establish a non-threatening environment to promote unity
- Communicate effectively to build rapport with others
- Demonstrate understanding and respect throughout conflict negotiation

Manage the Negotiation Process

- Steps to take before the negotiation begins
- Steps to take during the negotiation
- Final considerations on the negotiation process
- Results of effective conflict negotiation

This non-accredited course is interactive, and includes role plays, group discussions, and practical activities to ensure a clear understanding. Learners are supplied with course material, refreshments, and lunch.