

# € TRAINING

Negotiation and Conflict Management in  
Organizations





# Negotiation and Conflict Management in Organizations

## Introduction:

The ability to negotiate effectively and manage conflict is one of the most valuable skill sets we can develop within our organization. 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 conference 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 organization between colleagues, departments, and managers.

## Conference Objectives:

At the end of this conference the participants will be able to:

- Gain self-awareness of their negotiation and conflict management style
- Understand the key analysis of the negotiation and conflict process
- Expand their range of negotiating skills and strategies
- Develop the ability to mediate their disputes and negotiations and to become a more skilled and effective negotiator
- Build on their existing experience and skill to become a highly effective negotiator and conflict manager
- Improve the ability to negotiate and manage difficult situations effectively both internally within the organization and externally with third parties
- Improve management and leadership skills through an understanding of the value of protecting key relationships whilst maximizing negotiated outcomes
- Enhance the ability to negotiate outcomes that meet or exceed organizational goals.

## Targeted Audience:

- Managers
- Supervisors
- Team leaders
- Also, this course is suitable for all the staff among all levels

## Conference Outlines:

### Unit 1: 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 organization
- Conflict escalation and steps to prevent it
- Conflict management strategies
- The two distinct approaches to negotiation
- Negotiation as a mixed-motive process

## Unit 2: 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

## Unit 3: 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

## Unit 4: Mediation skills - a Powerful Negotiation Tool:

- Communication and questioning
- Active listening in negotiation
- ADR processes - putting negotiation in the 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

## Unit 5: 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 organizational situations