

€ TRAINING

Conference on Negotiation and Conflict
Management in Organizations



22 - 26 December 2024
Istanbul (Turkey)



Conference on Negotiation and Conflict Management in Organizations

REF: C690 DATE: 22 - 26 December 2024 Venue: Istanbul (Turkey) - Fee: 5850 Euro

Introduction:

This conference explores the core strategies and techniques for managing negotiations and conflicts within organizational settings. Participants will gain insights into the dynamics of negotiation, effective conflict resolution methods, and how to foster positive communication to reduce friction and improve collaboration. It empowers them to implement conflict management strategies that enhance organizational performance and cohesion.

Conference Objectives:

By the end of this conference, participants will be able to:

- Understand the dynamics of negotiation in professional environments.
- Develop strategies to manage and resolve conflicts effectively.
- Apply communication techniques that minimize misunderstandings.
- Foster a culture of collaboration and problem-solving within teams.
- Utilize negotiation skills to achieve win-win outcomes in disputes.

Targeted Audience:

- HR professionals.
- Team leaders and managers.
- Project managers.
- Business consultants.
- Organizational development specialists.

Conference Outline:

Unit 1:

Fundamentals of Negotiation:

- Key concepts of negotiation in organizational settings.
- Understanding interests vs. positions in negotiations.

- The stages of negotiation and their importance.
- Common negotiation pitfalls and how to avoid them.
- Strategies for building rapport and trust during negotiations.

Unit 2:

Conflict Types and Sources in Organizations:

- Identifying the various types of conflicts in the workplace.
- Understanding common sources of conflict personal, structural, etc..
- The impact of unresolved conflicts on organizational performance.
- Techniques for early detection of potential conflicts.
- Creating environments that discourage unnecessary conflict.

Unit 3:

Conflict Resolution Techniques:

- Overview of conflict resolution models and approaches.
- The role of mediation and arbitration in conflict management.
- Steps for designing effective conflict resolution frameworks.
- Balancing empathy and assertiveness in conflict resolution.
- The role of a neutral party in resolving workplace disputes.

Unit 4:

Communication Skills for Effective Negotiation:

- Techniques for active listening during negotiations.
- Managing emotions and staying composed under pressure.
- Non-verbal communication cues and their impact.
- The importance of clarity and precision in negotiation dialogues.
- Using questioning techniques to uncover hidden interests.

Unit 5:

Collaborative Problem Solving:

- The concept of interest-based negotiation and problem-solving.
- How to shift from competitive to collaborative negotiation.
- Strategies for creating win-win scenarios in conflict resolution.
- Building consensus through mutual understanding and respect.
- Overcoming barriers to collaboration in diverse teams.