



Interpersonal Skills and Self Development

Negotiation skills and managing conflicts

Course Introduction

In today's fast-paced, interconnected world, the ability to negotiate effectively and manage conflicts efficiently is essential for maintaining productive relationships and fostering a positive working environment. This 3-day BOOST course is specifically designed to provide participants with the skills and strategies needed to navigate complex negotiation scenarios and resolve conflicts with confidence. The course combines theoretical knowledge with practical application, allowing participants to engage in real-life case studies, role-playing, and discussions to develop strong, adaptable negotiation techniques and conflict management approaches. From mastering negotiation tactics to understanding the psychology behind conflicts, this course empowers professionals to tackle even the most challenging situations with ease and success.

Whether it's negotiating with clients, suppliers, or internal teams, mastering conflict resolution and negotiation skills is critical to business success. By focusing on both the practical and emotional aspects of negotiations and conflict management, participants will walk away equipped with a comprehensive toolkit to build better, more collaborative relationships, solve disputes, and create win-win outcomes in their professional environments.

Target Audience

This course is ideal for:

- Managers and team leaders who deal with high-pressure negotiations and conflicts regularly.
- HR professionals responsible for resolving disputes and facilitating discussions.
- Sales, procurement, and customer service professionals involved in negotiating deals.
- Individuals in leadership roles aiming to improve their negotiation and conflict resolution skills.

- Anyone seeking to enhance their communication and interpersonal effectiveness in difficult situations.

Learning Objectives

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

- Understand the core principles of negotiation and conflict resolution.
- Identify and analyse different types of conflicts and how to approach them.
- Apply effective negotiation strategies and techniques to achieve mutually beneficial outcomes.
- Use communication skills to prevent and resolve conflicts in the workplace.
- Develop emotional intelligence for successful negotiation and conflict management.
- Build an action plan to continue improving negotiation and conflict resolution skills.

Course Outline

• 01 Day One

Foundations of Negotiation and Conflict Management

◦ **Introduction to Negotiation**

- Understanding negotiation as a skill: principles, tactics, and tools.
- The negotiation process: stages and strategies for successful outcomes.
- Identifying the key objectives of a negotiation.

◦ **The Role of Conflict in Negotiation**

- How conflicts emerge in negotiations and their impact on decision-making.
- Recognizing common sources of conflict.
- The psychology behind negotiation and conflict situations.

- **Fundamentals of Conflict Management**

- The dynamics of conflict: types, stages, and resolutions.
- Approaches to managing conflict: confrontation, accommodation, collaboration, and compromise.

- **02 Day Two**

Advanced Negotiation Techniques and Conflict Resolution Skills

- **Advanced Negotiation Strategies**

- Persuasion techniques: influencing others while maintaining integrity.
- Identifying underlying interests vs. positions in negotiation.
- BATNA (Best Alternative to a Negotiated Agreement): preparing for the best outcome.

- **Resolving Conflicts Constructively**

- The five conflict-handling styles: understanding the pros and cons of each.
- Techniques to de-escalate tense situations.
- Conflict resolution models and their application in business.
- Emotional intelligence: how to recognize and manage emotions in conflict situations.

- **Practical Tools for Conflict Resolution**

- Communication techniques to resolve misunderstandings and promote cooperation.
- Active listening and assertiveness: enhancing dialogue in conflict resolution.

- **03 Day Three**

Applying Negotiation and Conflict Management Skills in Real-World Scenarios

- **Negotiation Simulations and Role-Playing**

- Real-life case studies and negotiation simulations to test and refine strategies.
- Role-playing negotiation scenarios: handling difficult negotiations and reaching agreements.

- **Conflict Resolution in Action**

- Guided exercises to resolve workplace conflicts and interpersonal disagreements.
- Analyzing past conflict situations and learning from experiences.

- **Personal Action Plan for Ongoing Improvement**

- Building an actionable plan for improving negotiation and conflict management skills in the workplace.

- Identifying areas for personal development and continuous growth in these areas.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 9, 2025	3 days	3950.00 \$	England - London
May 5, 2025	May 7, 2025	3 days	3250.00 \$	UAE - Abu Dhabi
June 15, 2025	June 17, 2025	3 days	3250.00 \$	KSA - El Dammam
Oct. 6, 2025	Oct. 8, 2025	3 days	3950.00 \$	France - Paris