

Negotiation and Conflict Management

COURSE OVERVIEW

This course has been designed to examine the main issues of conflict and how they affect performance. Being comfortable in dealing with conflict will increase the productivity/creativity of the team and lead to a higher productivity and team morale. It focuses on clear and understandable negotiation “win-win” strategies that can be used to manage people, various stakeholders, diverse teams and projects.

WHO SHOULD ATTEND?

This course is appropriate for lawyers, government officials, executives, and professionals across diverse functions and industries. Negotiation and conflict management are the cornerstones of leadership; therefore, it is also suitable for all professionals who are either new to a strategic role or aspiring to a position involving strategic management.

COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Analyse a conflict situation and to select the appropriate dispute resolution strategy
- Negotiate effectively
- Understand the importance of distributive and integrative negotiation
- Conduct or participate appropriately in a mediation process
- Participate effectively in the meetings, in a range of roles
- Respond ethically and to operate with integrity

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- The increasing importance of negotiation and conflict management
- Negotiation and conflict management analysis
- Conflict styles and negotiation strategies and situations
- Behavioural economics in negotiation and conflict management: Heuristics and Biases
- Effective communication, information collection and questioning
- Negotiation and conflict management theories, strategies and style

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded