

Negotiation, Influence and Conflict Mastery for Leaders

COURSE OVERVIEW

Negotiation, Influence and Conflict Mastery for Leaders is a practical and strategic course designed to equip leaders with advanced skills to effectively negotiate, influence, and resolve conflicts in complex organizational environments. The course focuses on enhancing participants' ability to build positive dialogue, establish trust, understand different communication and influencing styles, and master negotiation tactics that create mutually beneficial outcomes. All participants will learn to manage workplace conflicts proactively, apply evidence-based strategies to influence others ethically, and foster collaborative relationships that support organizational goals and a healthy work culture.

WHO SHOULD ATTEND?

This course is ideal for current and aspiring leaders, managers, HR professionals, team leaders, and executives who regularly engage in negotiations or must manage interpersonal or group conflicts. It benefits individuals seeking to improve their influencing power, negotiation effectiveness, and conflict resolution capabilities to enhance leadership impact, employee relations, and organizational performance. Professionals in roles requiring strategic communication, stakeholder management, and leadership influence will find this course particularly valuable.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Apply core negotiation principles and tactics to achieve win-win outcomes in diverse scenarios.
- Develop influencing strategies rooted in ethical practices and emotional intelligence.
- Recognize and adapt to different communication and personality styles to improve negotiation and influence effectiveness.
- Manage and resolve workplace conflicts constructively to maintain productive relationships.
- Plan and prepare for challenging conversations with confidence and clarity.
- Use mediation and conflict coaching techniques to facilitate resolution in complex situations.
- Enhance organizational climate by fostering collaboration, trust, and open communication.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Foundations of negotiation theory and practical negotiation techniques.
- Influence and persuasion strategies aligned with ethical leadership.
- Conflict management models and resolution strategies in workplace settings.
- Communication and emotional intelligence skills for effective influencing.
- Handling complex, multi-party negotiations and conflict transformation.
- Role plays, simulations, and case studies to practice negotiation and conflict mastery.
- Tools for self-awareness including behavior and influencing style assessments.
- Strategies for building lasting agreements and positive working relationships.

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