

Conflict Management & Project Negotiation

This is an intermediate course providing participants with the key skills for successful conflict management and business negotiation. It provides the participants a step-by-step guide to effective negotiation - strategy forming, detailed preparation, problem solving, persuasion techniques, relationship building, confrontation, handling difficult opponents, and breaking deadlocks.

Course Duration: 1 day

Course Format: Lectures, case study, group discussion, role play

Target Audience: Mid to senior management

Key topics:

- ♦ Sources of conflicts
- ♦ Common conflict management strategies and tactics
- ♦ Negotiation styles: Win-win approach to negotiation vs. traditional win-lose approach
- ♦ Factors influencing the negotiation process
- ♦ Forming position: Determining best alternatives to no agreement (BATNA) before negotiation
- ♦ Developing relationship not conquests
- ♦ Handling resistance
- ♦ Various dynamics and techniques that can impact the negotiation process
- ♦ Negotiation tactics
- ♦ The cultural elements

Upon completion of this course, participants will learn to:

- ✓ Establish goals and achieve win-win agreements
- ✓ Understand confrontation in various situations and know how to manage them
- ✓ Develop an awareness of hidden agendas and find ways to diffuse deadlocks
- ✓ Discover how to achieve results through purposeful concessions and bargaining