

Conflict Management and Negotiation Skills

Objectives:

This course seeks to assist the attendees to better comprehend conflict, how to resolve it and seek to aim for negotiation utilize.

Contents:

Day One:

- Conflict and Conflict Management Defined
- Transitions in Conflict Thought
- Guiding Principles
- Types of Conflict
- Positive vs. Negative (Functional vs. Dysfunctional) Conflict
- The 5-Stage Conflict Process
- Dimensions Of Conflict- Handling Intentions

Day Two:

- Outcomes of Conflict and their Effect in the Workplace
- Nine Strategic Approaches to Conflict Management
- Enriched Problem Solving & Conflict Management
- Coping Strategies
- Conflict Role Plays

Day Three:

- Differences in Values, Attitude and Perception
- Personality Types & Conflict
- Levels of Conflict
- Making Differences Creative
- Conflict Role Plays

Day Four:

- What is Negotiation
- Types of Negotiation
- Stages of Negotiation
- Methods of Negotiation
- BATNA

- Managing Conflict through Negotiation
- Tips for Successful Negotiation
- Profile of an Effective Negotiator

Day Five:

- Alternative Dispute Resolution: Mediation and Arbitration
- Cultural Differences in Negotiation
- Gender Differences in Negotiation
- Third Party Negotiation
- Gain some interpersonal behaviors
- Negotiation Role Plays

Methodology:

- Power Point Presentation
- Exercises/Business Games/Case Studies
- Role Plays
- Fun and Success

Target Group:

- Executives, Supervisors & Managers
- Sales & Marketing employees
- Anyone who desires to gain a positive advantage in dealing with challenging situations

Language:

- The materials for the trainees will be in English.
- The language of instruction should be in Arabic / English.