

# **NEGOTIATION & CONFLICT MANAGEMENT IN ORGANIZATIONS**



**LM103  
Leadership &  
Management**

**COURSE TITLE****NEGOTIATION & CONFLICT MANAGEMENT IN ORGANIZATIONS****COURSE DATE**

06 – 10 June 2021

Dubai, UAE

**COURSE REFERENCE**

LM103

**COURSE DURATION**

05 Days

**DISCIPLINE**

Leadership & Management

**COURSE INTRODUCTION**

Conflict is the result of people having differing needs, opinions, and expectations. The reality of conflict is that in any human relationship it is inevitable. More importantly, if handled well conflict provides a powerful avenue for significant growth. Hence developing good conflict resolution techniques is very important and essential.

In many cases, conflict in the workplace just seems to be a fact of life. We have witnessed situations where different people with different goals and needs have come into conflicts with no end results. The fact is conflict will always exist; however, when resolved effectively, it can lead to personal and professional growth. Conflict resolution is a range of methods of eliminating the sources of conflict. Conflicts arise due to differences in interest, experiences, attitudes and expectations. Conflicts in business can affect organizational goals immensely and if not handled properly will lead to a negative impact. The program aims to explore the processes of conflict resolution: negotiation, mediation and diplomacy. It addresses art of conflict resolution and how that would help businesses

in achieving a win-win situation for all. In addition it aims to enhance the overall skills of the organization and its employees in situations of crisis and change management.

Conflict resolution involves recognizing and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organization to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues. This Training program provides techniques for individuals in an organization to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognizing, resolving and preventing conflict.

### **COURSE OBJECTIVE**

#### **Upon successful completion of this course, the delegates will be able to:**

- Explore that nature of conflicts from theoretical and practical perspectives (including psychological, communication and group and social dynamics)
- Develop the skills of conflict analysis and conflict intervention
- Tailor the classroom theoretical learning to the professional workplace. You will be equipped with transferable skills for a wide variety of areas, including mediation, diplomacy, policy and advocacy.
- Improve your decision-making skills, increase creativity and enhance your capacity to build a healthy, productive business environment.

## **COURSE AUDIENCE**

The programme will be useful for junior and middle level managers in sales, marketing, purchase and human relations functions in public and private sector. All those who conduct negotiation within or outside the organization will benefit most from the program.

## **COURSE CONTENT**

### **A) CONFLICT MANAGEMENT**

Below are listed some of the important components of the workshop:

Conflict Resolution Techniques:

#### **Topics Covered:**

- WIN/WIN Approach
- Managing Emotions
- Negotiation Skills
- Assertiveness Skills
- Persuasive Skills

#### **Outcomes:**

- Increased employee morale
- Increased employee productivity
- Increased employee communication
- Increased customer satisfaction
- Increased customer base
- Increased profitability

### **Contents or Topics Covered**

- Negotiation process and structure;
- Preparation for negotiation;
- Strategic approach in using power and influence in negotiation;

- Negotiation and decision making;
- Negotiation in cross culture environment;
- Complexities of negotiating in teams
- Negotiating a contract, drafting a contract document & contract management.

### **COURSE CERTIFICATE**

**TRAINIT ACADEMY** will award an internationally recognized certificate(s) for each delegate on completion of training.

### **COURSE FEES**

\$4,150 per Delegate. This rate includes participant's manual, Hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### **COURSE METHODOLOGY**

The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions