

Negotiation Skills and Conflict Management

Strategies for win-win solutions



Overview

In this practical and interactive two-day workshop you will learn communication techniques that will help you to negotiate with confidence and manage conflict. Whether you are involved in a conflict situation, intervening between two parties or need to negotiate for yourself, there are specific skills that you can employ to make the process easier, less stressful, and more successful.

Audience

This workshop will be beneficial to employees at any level in either the private or public spheres, whether a manager or a team-player.

Duration 2 Days

Skills Taught:

- Develop communication skills that will uncover what is important and focus on the best possible outcome;
- Learn a Principled Negotiation Process that can be applied in any type of negotiation;
- Become more aware of your negotiation and conflict style and learn different approaches;
- Establish a Self-Check Process so you will not be distracted or overwhelmed by emotions;
- Develop confidence in how you communicate with difficult people;
- Establish outcomes that are better than you anticipated;
- Find solutions that everyone can live with;
- Confront conflict with a focused approach;
- Manage resistance with efficiency;
- Build relationships so future interactions are easier to manage;
- Become more comfortable in the many relationships that you encounter;
- Experience less conflicting and more focused and productive interactions.