

Negotiation and conflict Management in Organisations

Transforming Conflicts into Stepstones for Growth

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About the Course

Conflict is part of our experience as social beings in constant interaction with others; it is an integral part of the lives of human beings. And its existence is not harmful. On the contrary, it promotes growth and development. Its annulment or non-existence would in no way be beneficial both for individuals and for organisations. In Organisations, there is not always consonance regarding interests, points of view, and rules of conduct, which in many situations leads to conflicts. The parties involved then seek a way out of the conflict tension. There are several processes for dealing with a conflict, but they can prove to be inappropriate in certain situations and do not end up not resolving them.

Understanding the conflict, the perception of what is in its origin, and the negotiation process as an adaptive way to solve the multiple interpersonal conflicts promote the effectiveness in the prevention and resolution of conflicts in the organisations. The development of the training course is situated essentially in the scope of the management of conflicts and consequent worker satisfaction in the business context, and it is specifically intended to analyse conflict management styles and the different dimensions inherent to job satisfaction. At the same time, this Negotiation and Conflict Management in Organisations training course's objective is to make the delegates acquire or improve their knowledge about the negotiation process while understanding the importance of adaptive conflict management in professional relationships.

Core Objectives

The delegates will achieve the following objectives:

- Distinguish the different types of conflicts and foresee their practical consequences
- Controlling dialogue during face-to-face conflict resolution
- Build a relationship of trust during the negotiation process
- Lead the negotiation towards a joint solution to the conflict
- Close a stable agreement as a negotiated solution to a conflict
- Identify the effects of the use of communication technologies in conflict situations

Training Approach

To accelerate the development of the delegates significantly, there is a lot of practical content shared, which can (and should) be put into practice in the work environment immediately. Besides the theoretical presentation, the training will be structured based on group conducting techniques. Diversified activities and resources will be applied, such as group dynamics, audiovisual resources, simulations, exercises and case studies, aiming to maximise delegates' participation, involvement and learning.

The training course is held in a face-to-face format and can be adapted according to the company's needs. Through the constant improvement of their skills, employees will be able to contribute consistently to the organisation, making the work environment even better, more human, collaborative and productive.

The Attendees

In this Negotiation and Conflict Management in Organisations training course, we will identify the personal attitudes that infer in a negotiation process, understand some negotiation styles, and design methods and action plans for managing conflicts daily.

Likewise, it will be valuable to the professionals but not limited to the following:

- Senior Managers
- Department Heads
- Middle Managers
- Project Managers
- Pedagogical Coordinators
- Team Leaders
- HR Managers
- Business Owners

DAILY DISCUSSION

DAY ONE

THE CONFLICT

- Distinguishing between Conflict and Disagreement
- Communication Styles
- Consequences of Conflict
- Advantages and Disadvantages of Conflict
- Types of Conflicts
- Conflict Model
- Conflict Development Stages
- The Escalation of Conflict

DAY TWO

ORGANISATIONAL CONFLICT

- Conflicts in organisations
- The origin of organisational conflicts
- Organisational conflicts and the relationship with stakeholders
- Causes of organisational conflicts
- Advantages and disadvantages of conflicts in organisations
- The importance of conflict management in organisations

DAY THREE

STRATEGIES FOR CONFLICT MANAGEMENT

- Conflict management and resolution strategies
- The positions of conflict
- Strategies for dealing with conflict
- Communication Styles and Conflict Management and Prevention
- Characteristics of different Communication Styles
- The importance of Assertiveness in Conflict Management

DAY FOUR

NEGOTIATING

- The Main Risks of Negotiating
- Stages of the Negotiation Process
- Variables that determine Negotiation Effectiveness
- The Escalation in Negotiating
- Know how to conduct the negotiation
- Negotiate Closing Techniques

DAY FIVE

MEDIATION AND COOPERATION

- Mediation as a Conflict Resolution Strategy
- The different steps in the mediation process
- The role of the Mediator
- The dimensions of cooperation in group work
- Dealing with Online Conflict