

Training Title:

NEGOTIATION AND CONFLICT MANAGEMENT IN ORGANISATIONS

Training Duration

5 days

Training Date

REF			24 – 28		
ML040	Negotiation and Conflict Management in Organisations	5	December, 2017	\$4,250	Dubai, UAE

In any of the 5 star hotel. Exact venue will be informed later.

Training Fees

- 4,250 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

Language: English

TRAINING 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.

WHO SHOULD ATTEND?

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.

TRAINING METHODOLOGY:

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. 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.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

DAILY OUTLINE –

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

KEY BENEFITS

During this program you 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.

B) NEGOTIATION SKILLS

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.

KEY BENEFITS

- The participants will learn how to:
- Prepare for negotiations
- Conduct productive negotiations
- Work through the negotiation process
- Include stakeholders, as and when required
- Negotiate while retaining workable relationships

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Relevant Case Studies & Role Plays

Case Studies, Practical Exercises, Discussions & Last review will be carried out

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