HIGH POINT CENTER

course : Negotiation and Conflict Management in Organisations

City :	Cairo	**Hotel :**	Cairo Marriott Hotel & Omar Khayyam Casino
Start Date :	2025-11-30	**End Date :**	2025-12-04
Period :	1 Week	**Price :**	3950 $

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Course Overview

One of the key qualities that distinguishes highly effective individuals is their ability to think, plan, and act strategically when negotiating and managing conflict. Best practices in strategic management and leadership consistently highlight strong negotiation and conflict management skills as critical to both personal and organizational success.
This practical Negotiation & Conflict Management in Organisations training course offers a strategic analysis of negotiation while equipping participants with proven strategies and tactics to manage conflict and achieve successful outcomes. Delegates will gain a deeper understanding of their own negotiation styles and conflict management approaches, while enhancing their ability to create value and maintain control across a variety of scenarios and contexts.
These skills not only enable participants to secure more favorable agreements and commercial deals but also foster stronger team management, more constructive interactions with clients and colleagues, and greater effectiveness in handling even the most challenging or aggressive negotiators.

Course Objectives

The aim of this training course is to develop and enhance your practical skills that will allow you to:

Adapt your negotiation and conflict management skills building on your own personal strengths and weaknesses
Control the negotiation process more effectively by developing an in-depth understand of the key elements of the process
Improve your confidence to better deal with difficult negotiators and achieve collaborative value adding results
Expand your range of available negotiating strategies and tactics and your ability to use them effectively
Plan easily and effectively for every negotiation using a highly effective strategic preparation template
Mediate your own disputes and negotiations and become a more skilled and effective negotiator and conflict manager

Target Audience

This training course will highly benefit:

- Ambitious Professionals
- Management Teams
- Team Members
- Administrators and anyone who wish to enhance their negotiation skills and make negotiation a more rewarding and effective part of their job

Methodology

This Negotiation and Conflict Management in Organisations course is highly interactive, combining case studies, role-play exercises, self-assessment questionnaires, presentations, and group discussions. Participants have the opportunity to practice the skills taught through hands-on negotiation exercises that emphasize active participation and reinforce the comprehensive course materials.
The methodology ensures that delegates can significantly enhance their negotiation and conflict management abilities while receiving guidance and answers to all questions from an experienced negotiation specialist leading the course.

Course Outline

Day 1: Understanding Negotiation & Conflict

- Breaking down the negotiation process
- Fundamental requirements of negotiation
- Power dynamics and development of negotiation theory
- Causes and escalation of organisational conflict
- Five primary conflict management strategies
- Competing vs. cooperating in negotiation
- Personal insight through negotiation style assessment
- Negotiation as a mixed-motive process

Day 2: Practical Negotiation Strategies

- Implementing effective negotiation strategies

- Competitive value-claiming techniques (BATNA, reserve & target points, opening offers, anchors, concessions)
- Cooperative value-creating strategies (identifying interests, unbundling issues, package deals, post-settlement options)
- Categorising negotiation outcomes

Day 3: Preparation & Mediation Techniques

- Planning to negotiate: templates and situation assessment
- Internal and external preparation
- Identifying and leveraging negotiating power
- Mediation in context: negotiation, mediation, arbitration, litigation
- Practical mediation techniques for dispute resolution
- Managing confrontational negotiators

Day 4: Communication for Negotiation Effectiveness

- Communication styles and packaging information for influence
- Active listening in negotiation
- Interpreting body language and nonverbal cues
- Negotiation team communication and performance improvement
- Ethics in negotiation

Day 5: International & Cross-Cultural Negotiation

- Understanding culture and its impact on negotiation norms
- Hofstede’s cultural dimensions
- Advice for cross-cultural negotiations
- Key features of international agreements
- Building deals and applying learning to organisational situations
- Summary: Creating a better negotiating organisation