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Course Name

Essential Skills to Manage Conflict and Negotiate

Sector Name

Interpersonal Skills and Self Development

Document Type

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Essential Skills to Manage Conflict and Negotiate

Course Introduction

In today's complex business environment, effective conflict management and negotiation skills are critical for organisational success. The B2B corporate training program, "The 6 Essential Skills to Manage Conflict and Negotiate – IMD," is designed for corporate leaders, managers, and executive teams who want to enhance team collaboration, decision-making, and business outcomes.

This intensive program equips participants with six core competencies to resolve conflicts, negotiate effectively, and build stronger professional relationships across the organisation. Through practical exercises, case studies, and proven frameworks, participants learn how to manage difficult conversations, influence stakeholders, handle workplace disputes, and align teams towards shared goals.

Designed for B2B companies, this course emphasizes strategic negotiation, conflict resolution, leadership development, and organisational culture improvement, ensuring that managers and leaders can foster a productive and harmonious work environment. By mastering these skills, organisations can enhance employee engagement, streamline decision-making, and achieve sustainable growth

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Essential Skills to Manage Conflict and Negotiate

Target Audience

- ✓ Managers and team leaders who deal with high-pressure negotiations and conflicts regularly.
- ✓ HR professionals are responsible for resolving disputes and facilitating discussions.
- ✓ Sales, procurement, and customer service professionals are involved in negotiating deals.
- ✓ Individuals in leadership roles aim to improve their negotiation and conflict resolution skills.
- ✓ Anyone seeking to enhance their communication and interpersonal effectiveness in difficult situations.

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Learning Objectives

- ✓ Understand the core principles of negotiation and conflict resolution.
- ✓ Identify and analyse different types of conflicts and how to approach them.
- ✓ Apply effective negotiation strategies and techniques to achieve mutually beneficial outcomes.
- ✓ Use communication skills to prevent and resolve conflicts in the workplace.
- ✓ Develop emotional intelligence for successful negotiation and conflict management.
- ✓ Build an action plan to continue improving negotiation and conflict resolution skills.

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Essential Skills to Manage Conflict and Negotiate

Course Outline

✓ 01 Day One

Foundations of Negotiation and Conflict Management

Introduction to Negotiation

- ✓ Understanding negotiation as a skill: principles, tactics, and tools.
- ✓ The negotiation process: stages and strategies for successful outcomes.
- ✓ Identifying the key objectives of a negotiation.

The Role of Conflict in Negotiation

- ✓ How conflicts emerge in negotiations and their impact on decision-making.
- ✓ Recognizing common sources of conflict.
- ✓ The psychology behind negotiation and conflict situations.

Fundamentals of Conflict Management

- ✓ The dynamics of conflict: types, stages, and resolutions.
- ✓ Approaches to managing conflict: confrontation, accommodation, collaboration, and compromise.

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Course Outline

✓ 02 Day Two

Advanced Negotiation Techniques and Conflict Resolution Skills

Advanced Negotiation Strategies

- ✓ Persuasion techniques: influencing others while maintaining integrity.
- ✓ Identifying underlying interests vs. positions in negotiation.
- ✓ BATNA (Best Alternative to a Negotiated Agreement): preparing for the best outcome.

Resolving Conflicts Constructively

- ✓ The five conflict-handling styles: understanding the pros and cons of each.
- ✓ Techniques to de-escalate tense situations.
- ✓ Conflict resolution models and their application in business.
- ✓ Emotional intelligence: how to recognize and manage emotions in conflict situations.

Practical Tools for Conflict Resolution

- ✓ Communication techniques to resolve misunderstandings and promote cooperation.
- ✓ Active listening and assertiveness: enhancing dialogue in conflict resolution.

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Course Outline

✓ 03 Day Three

Applying Negotiation and Conflict Management Skills in Real-World Scenarios

Negotiation Simulations and Role-Playing

- ✓ Real-life case studies and negotiation simulations to test and refine strategies.
- ✓ Role-playing negotiation scenarios: handling difficult negotiations and reaching agreements.

Conflict Resolution in Action

- ✓ Guided exercises to resolve workplace conflicts and interpersonal disagreements.
- ✓ Analyzing past conflict situations and learning from experiences.

Personal Action Plan for Ongoing Improvement

- ✓ Building an actionable plan for improving negotiation and conflict management skills in the workplace.
- ✓ Identifying areas for personal development and continuous growth in these areas.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 17, 2027	3 days	3250.00 $	UAE , Dubai
Aug. 22, 2027	Aug. 24, 2027	3 days	3250.00 $	KSA , Dammam
May 24, 2027	May 26, 2027	3 days	3250.00 $	UAE , Abu Dhabi
Oct. 18, 2027	Oct. 20, 2027	3 days	3950.00 $	France , Paris

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