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**Course Name**

# The Strategic Leader: Planning, Negotiation & Conflict Management

**Sector Name**

Management And Leadership

**Document Type**

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# The Strategic Leader: Planning, Negotiation & Conflict Management

## Course Introduction

Strategic leadership capability ensures that organizations have corporate culture that values collaboration and trust as a foundation for improved performance. Real strategic Leadership requires that managers and leaders at all levels create the mindsets and behaviors that are needed to transform the organization from its existing paradigm to the new strategic paradigm that the vision sets forth.

This training course is designed to provide participants with the relevant concepts of strategic thinking and leadership competencies in order to lead a high-performing organization towards a long-term success. This course will focus on the strategic leadership skills: planning, negotiation and conflict management that will allow them to become effective leaders that creates real value out of the strategic process.

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## The Strategic Leader: Planning, Negotiation & Conflict Management

# Target Audience

This training course is designed and beneficial for senior leaders, executives, managers, and department heads seeking to develop their competencies in strategic planning, conflict management, and negotiation.

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# The Strategic Leader: Planning, Negotiation & Conflict Management

## Learning Objectives

- ✓ Gain a comprehensive understanding of the key phases of the strategic planning process.
- ✓ Identify the process of change, planning, organizational strategy and change
- ✓ Recognize and deal with the sources of conflict in the professional environment
- ✓ Identify and use the three-step planning guide to analyze and prepare for a negotiation
- ✓ Enhance personal leadership style in resolving conflicts and negotiation.
- ✓ Achieve win-win results through a range of negotiation techniques.

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# The Strategic Leader: Planning, Negotiation & Conflict Management

## Course Outline

### ✓ 01 Day One

**Module I: Strategy and Strategic Planning**

**Strategic Thinking and Business Analysis**

- ✓ What are strategy and strategic planning?
- ✓ Why are strategy and strategic planning important?
- ✓ What are the main conceptual frameworks?
- ✓ External analysis - understanding and analyzing business attractiveness - macroenvironmental factors, growth drivers, competitive forces, market dynamics
- ✓ Benchmarking your own strategic position/competitor analysis
- ✓ Analyzing customers
- ✓ “Thinking backward from the customer”

**Internal Analysis and fusion of analyses into strategic options**

- ✓ The interface of external and internal analysis
- ✓ Internal analysis: financial
- ✓ Internal analysis; non-financial
- ✓ The concept and practicalities of the “balanced scorecard”
- ✓ Diagnosing strategic problems and opportunities
- ✓ A fusion of analyses into strategic choices - SWOT and the strategy matrix
- ✓ Case examples of strategic choice

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## Course Outline

### ✓ 02 Day Two

**Strategic plans and the relevance of alliances and joint ventures**

- ✓ Review of the tools used so far
- ✓ The content of a strategy: avoiding “paralysis by analysis”
- ✓ Putting a strategic plan together – the 5-page framework
- ✓ A real-life example of a business strategy/strategic plan
- ✓ Strategies for alliances and joint ventures
- ✓ Example of best practice in alliances and joint ventures

**Global strategy, teambuilding and the management of internal communication**

- ✓ The essence of globalization and global strategy
- ✓ Globalization: Strategic dimension, Organizational dimension, Human dimension
- ✓ How to build and manage a strategic planning team
- ✓ Communicating strategy through the organization
- ✓ Gaining your team’s commitment and buy-in to the strategy

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## Course Outline

### ✓ 03 Day Three

**Strategic implementation and getting the value out of strategy**

- ✓ Final-phase work on the main case study
- ✓ Group presentations of the main case study
- ✓ Effective execution - converting strategic analysis and planning into action
- ✓ Linking strategy with operational objectives
- ✓ Implementation – getting practical things done
- ✓ Strategic planning of your own career
- ✓ Creating tomorrow's organization out of today's organization
- ✓ Conclusion - the corporate and individual value of strategic thinking

**Module II: Negotiation and Conflict Management in Organisations**

**Negotiation and Conflict Management**

- ✓ Negotiation theory and practice – negotiation defined
- ✓ Power and society – the rise of negotiation and conflict management
- ✓ The sources of conflict in the organization
- ✓ Conflict escalation and steps to prevent it
- ✓ Conflict management strategies
- ✓ The two distinct approaches to negotiation
- ✓ Understanding your own negotiation style
- ✓ Negotiation as a mixed-motive process

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## Course Outline

### ✓ 04 Day Four

**Practical Negotiation Strategies**

- ✓ Strategic and tactical negotiation approaches to negotiation
- ✓ Value claiming distributive negotiation strategies
- ✓ BATNA, Reserve point, a Target point
- ✓ Opening offers, Anchors, Concessions
- ✓ Value creating Integrative negotiation strategies
- ✓ Sharing information, diagnostic questions & unbundling issues
- ✓ Package deals, multiple offers, and post-settlement settlements
- ✓ The four possible outcomes of a negotiation

**Negotiation Planning, Preparing, and Power**

- ✓ Wants and needs – distinguishing between interests and positions
- ✓ A three-step model for negotiation preparation
- ✓ Your position, their position, and the situation assessment
- ✓ Understanding the sources of negotiating power
- ✓ Altering the balance of power
- ✓ The power of body language
- ✓ Understanding thoughts from body language
- ✓ Dealing with confrontational negotiators

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### ✓ 05 Day Five

**Mediation skills – a powerful negotiation tool**

- ✓ Communication and questioning
- ✓ Active listening in negotiation
- ✓ ADR processes – putting negotiation in the context
- ✓ Negotiation, Mediation, Arbitration, and Litigation
- ✓ Mediation is a facilitated negotiation
- ✓ Techniques of the mediator - practical mediation skills to help resolve disputes
- ✓ Working in negotiation teams
- ✓ Mediation in practice – mediation exercise

**International and Cross-Cultural Negotiations**

- ✓ International and cross-cultural negotiations
- ✓ Cultural Values and Negotiation Norms
- ✓ Advice for cross-cultural negotiators
- ✓ Putting together a deal
- ✓ Team international negotiation exercise
- ✓ Applying learning to a range of organizational situations

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## Confirmed Sessions

| FROM | TO | DURATION | FEES | LOCATION |
|---|---|---|---|---|
| Jan. 18, 2027 | Jan. 22, 2027 | 5 days | 5950.00 $ | Switzerland , Zurich |
| Sept. 27, 2027 | Oct. 1, 2027 | 5 days | 4250.00 $ | UAE , Dubai |
| Nov. 1, 2027 | Nov. 5, 2027 | 5 days | 4250.00 $ | UAE , Abu Dhabi |
| April 12, 2027 | April 16, 2027 | 5 days | 4250.00 $ | UAE , Abu Dhabi |
| April 26, 2027 | April 30, 2027 | 5 days | 4250.00 $ | UAE , Abu Dhabi |

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