

CONFLICT MANAGEMENT & NEGOTIATION SKILLS

Conflict is a feature of our current reality. Private and public sector organizations, find that they have to be more equipped to deal with different types of conflict. Management and negotiation skills are critical skills for any manager to be effective in the workplace. Conflict situations are common in the work situation. It is thus important for managers to become familiar with the principles, processes, and techniques of conflict management and negotiations.



COURSE OBJECTIVES:

After course you should be able to :

- Recognise how our own attitudes and actions impact on others.
- Find new and effective techniques for managing negative emotions in others and self.
- Describe the main sources of conflict.
- Describe appropriate techniques to manage conflict.
- Explain the appropriate techniques in inter-personal conflict management.
- Describe the appropriate action plan and strategies to manage inter-group conflict.
- Explain the attributes of an effective conflict manager.
- The steps needed to resolve conflict.
- Negotiations and other strategies to resolve conflict.

COURSE OUTLINES :

- What is conflict ?
- Key questions to assist conflict analysis
- Different types of conflict
- Conflict stages
- Attitudes towards conflict management
- Strategies for resolving conflict
- Mediation
- Conflict management techniques
- Preparing the negotiation process
- Types of negotiation
- Conflict resolution & negotiation steps
- Behaviour and conduct during negotiations
- Negotiation mistakes to avoid
- Closing the negotiations

COURSE DURATION : 2 Days , 7 Hours and 30 Minutes / day