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# Negotiation & Conflict Management In Organisations

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**London**

05 - 09 Mar 2018  
07 - 11 May 2018  
18 - 22 Jun 2018  
10 - 14 Dec 2018

**Kuala Lumpur**

02 - 06 Jul 2018

**Dubai**

05 - 09 Aug 2018

**Budapest**

15 - 19 Oct 2018

**Prague**

12 - 16 Nov 2018

# Negotiation & Conflict Management In Organisations

## Introduction

This GLOMACS Management & Leadership training seminar provides an insightful and revealing strategic analysis of the negotiation process, and then goes on to detail key highly effective practical tools and techniques that can be used in a range of negotiation and conflict scenarios. Delegates will leave this training course having significantly improved their ability to add value through the negotiation and conflict management processes and will have enhanced their capacities as managers and leaders.

Developing and enhancing our ability to negotiate more skillfully and manage conflict more effectively are amongst the most valuable skills we can acquire to improve our workplace performance and advance our careers and personal development. Not only does developing these skills enable us to negotiate better deals and commercial agreements, they also enable teams to be managed more efficiently, promote more constructive interactions with customers, clients and colleagues, and allow difficult interactions to be handled more successfully.

## Objectives

**The aim of this training seminar is to provide delegates with a practical skill set that will allow them to:**

- Gain self-awareness of their personal negotiation and conflict management style
- Understand the key analysis of the negotiation and conflict process
- Learn how to achieve collaborative value adding negotiation results
- Expand their range of negotiating skills and strategies
- Be able to use a three-step planning guide to analyse and prepare for a negotiation
- Develop the ability to mediate their own disputes and negotiations and to become a more skilled and effective negotiator

## Training Methodology

This Negotiation and Conflict Management training seminar is designed to be highly interactive, using a mix of case studies, role-play exercises, self-assessment questionnaires, presentations and group discussions. It presents an opportunity for delegates to practice the skills taught using a variety of hands-on negotiation exercises that stress participation and that reinforce and build on the comprehensive course materials. This training methodology allows delegates to significantly improve their negotiation and conflict management skills and to have all their questions answered by the highly experienced negotiation specialist who leads the training course.

## Organisational Impact

- Increased knowledge and confidence to tackle negotiations in a collaborative and constructive manner
- Better understanding of what constituted a good negotiation outcome through the meeting of core organisational interests
- Improved management and leadership skills through an understanding the value of protecting key relationships whilst maximising negotiated outcomes
- Enhanced ability to negotiate outcomes that meet or exceeding organisational goals
- Improved ability to negotiate and manage difficult situations effectively both internally within the organisation and externally with third parties

## Personal Impact

**By the end of this training seminar, delegates will:**

- Develop a self awareness of their natural negotiation and conflict management style
- Have the skill to think analytically and strategically about the negotiation process
- Have enhanced their own personal negotiation and conflict management skills
- Have developed a range of negotiation strategies and an understanding of when to use them to maximise outcomes in a range of different scenarios
- Be able to use a three step model to prepare effectively for all negotiations
- Have enhanced vital leadership, management and personal skills that will impact on their performance across all aspects of their professional lives

## Who Should Attend?

This training course combines action learning, practical insights, and leading edge theoretical concepts.

**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

## DAY 1

### Negotiation and Conflict Management Analysis

- Negotiation – What is it and how is it defined?
- The Increasing Importance of Negotiation and Conflict Management
- Sources of Conflict in Organisations
- How and Why conflict escalates and preventing Conflict Escalation
- Conflict Management Strategies
- Conflict meets Negotiation – understanding the two distinct negotiation behaviours
- Assessing your own Personal Negotiation Style
- Negotiation as a mixed motive process

## DAY 2

### Practical Negotiation Strategies

- Key Practical Strategies to Use in Negotiations
- Value Claiming Distributive Negotiation Strategies
- BATNA, Reserve Point, 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

## DAY 3

### Preparing, Power and Body Language

- Identifying Underlying Interests
- Planning and Preparing to Negotiate
- Internal & External Preparation, Synthesis and Situation Assessment
- The Four Phases of Negotiation
- The Sources of Negotiating Power
- Communicating through Body Language
- Interpreting Body Language and Nonverbal Behaviour
- Dealing with Confrontational Negotiators

## DAY 4

### Mediation Techniques as a Powerful Negotiation Tool

- Packaging and Presenting Information to Exert Influence
- Active Listening and Negotiation
- Putting Negotiation in Context – The Major Dispute Resolution Processes
- Negotiation, Mediation, Arbitration and Litigation
- Mediation as a facilitated negotiation
- Techniques of the Mediator – practical mediation skills
- Working in Negotiation Teams
- Strategies for improving Negotiating Team Effectiveness

## DAY 5

### International, Cross Cultural and Deal Negotiations

- International and Cross Cultural Negotiations
- Cultural Value and Negotiation Norms
- Advice for Cross Cultural Negotiations
- Putting together a deal – the main considerations
- International Deal Building
- Applying Learning to a range of organisational situations
- Summary – building a better negotiating organisation



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# Negotiation & Conflict Management In Organisations

Code	Date	Venue	Fees
MG020	05 - 09 Mar 2018	London	\$5,500
MG020	07 - 11 May 2018	London	\$5,500
MG020	18 - 22 Jun 2018	London	\$5,500
MG020	02 - 06 Jul 2018	Kuala Lumpur	\$5,500
MG020	05 - 09 Aug 2018	Dubai	\$5,500
MG020	15 - 19 Oct 2018	Budapest	\$5,500
MG020	12 - 16 Nov 2018	Prague	\$5,500
MG020	10 - 14 Dec 2018	London	\$5,500

## REGISTRATION DETAILS

LAST NAME: \_\_\_\_\_  
FIRST NAME: \_\_\_\_\_  
DESIGNATION: \_\_\_\_\_  
COMPANY: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
CITY: \_\_\_\_\_  
COUNTRY: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_  
MOBILE: \_\_\_\_\_  
FAX: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

## AUTHORISATION DETAILS

AUTHORISED BY: \_\_\_\_\_  
\_\_\_\_\_  
DESIGNATION: \_\_\_\_\_  
COMPANY: \_\_\_\_\_  
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TELEPHONE: \_\_\_\_\_  
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EMAIL: \_\_\_\_\_

## PAYMENT DETAILS

- Please invoice my company  
 Cheque payable to GLOMACS  
 Please invoice me

## CERTIFICATION

Successful participants will receive GLOMACS' Certificate of Completion

## 4 WAYS TO REGISTER

Tel: +971 (04) 425 0700  
Fax: +971 (04) 425 0701  
Email: [info@glomacs.com](mailto:info@glomacs.com)  
Website: [www.glomacs.com](http://www.glomacs.com)

## TERMS AND CONDITIONS

- Fees - Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
- Mode of Payment - The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Credit card and cheque payments are both acceptable.
- Cancellation / Substitution - Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US\$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
- Hotel Accommodation - is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
- Attendance Certificate - a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
- Force Majeure - any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
- Fair Access / Equal Opportunities - In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.

