

# CONFLICT MANAGEMENT & NEGOTIATION SKILLS

**APRIL 11 & 12, 2019 || BDT 10,000/- +VAT**



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## COURSE OBJECTIVES:

Welcome to the exciting world of conflict management. In the rapidly changing and global context we live in, 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. Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for lasting problem solving. 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.

## TRAINING CONTENTS

### Conflict Management

- Understanding Conflict and Co-operation
- Causes of conflict at the workplace
- Managing Conflict in work environment - Interpersonal Dynamics
- Conflict Management Styles inventory - Psychometric Analysis based on Thomas Kilman conflict styles.
- Current strategies for handling conflict in the workplace
- Managing the conflict process - Crosby's conflict process
- The wheel of influencing - Nonverbal elements of influencing
- Applying Conflict Analysis - The Ugly Orange Role Play

### Negotiation

- The qualities of successful and unsuccessful negotiators.
- Identifying a negotiation situation

### Personality types

- The benefits of knowing personality styles.
- The behaviors as well as the strengths/weaknesses of each personality style.
- Identify one's own personality style – Questionnaire.
- Identify how to work more effectively with each personality style while negotiating.

### Personality types

- Choosing a negotiation strategy based on relationship and results.
- Define positional bargaining.
- Identifying the differences between "Soft" and "Hard" negotiating.
- Define principled negotiation.
- The four steps in the negotiation process.
- Influencing and assertiveness styles questionnaire.

### Handling objections

- Explain strategies to bring your opponent from NO to YES.
- Identify strategies to deal with negative emotions and stress.

## TRAINING CONTENTS

### Preparing for negotiation

- Active Listening and watching.
- Identify fears and "hot buttons" as well as strategies to overcome them.
- Identify areas to research on your side and on your opponent's side.
- Define your BATNA, WATNA, WAP and ZOPA.
- Skill practice: Prepare for your personal negotiation situation.

### Opening a negotiation

- How to create a positive first impression.
- The importance of "small talk" and finding common ground in negotiation.
- How setting ground rules can influence a negotiation.
- Identify important negotiation ground rules.

### Exchange of information

- How to initially exchange information.
- Identify contingency plans for unfavorable situations.
- Bargaining techniques.
- Strategies for inventing options for mutual gain.

### Negotiation Close

- How to move from bargaining to closing.
- The closing process.
- Role Plays.

## LEARNING METHODOLOGIES

- Story Telling
- Example sharing
- Team Discussion & Role Play
- Analogies
- Video & PPT Presentation
- Individual & Team Exercise
- Case Study

## WHO SHOULD ATTEND?

Professionals from many disciplines that include but are not limited to supervisors, managers, business owners, project managers, team leaders, and other professionals in the areas of general business, HR, sales, purchasing/contract management, and law.

