MERCURY

Success Under Pressure, Emotional Intelligence, Conflict Management, & Negotiations Training

13 – 17 September 2027
Dar es Salaam (Tanzania)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Success Under Pressure, Emotional Intelligence, Conflict Management, & Negotiations Training

Ref: 15896_1067219 **Date:** 13 – 17 September 2027 **Location:** Dar es Salaam (Tanzania) **Fees:** 5300 Euro

Introduction:

In today's fast-paced, high-stakes professional environment, the ability to perform successfully under pressure is essential. This Success Under Pressure, Emotional Intelligence, Conflict Management, and Negotiations training course equips individuals with the skills to thrive in challenging situations. Through theory and practical exercises, participants will learn how to enhance their emotional intelligence to understand better and manage their own and others' emotions.

The Success Under Pressure, Emotional Intelligence, Conflict Management, and Negotiations course will explore effective conflict resolution strategies and teach proven negotiation techniques to achieve win-win outcomes. By mastering these competencies, participants will be prepared to navigate stressful circumstances confidently, strengthen relationships, and drive successful outcomes in personal and professional settings.

The Success Under Pressure, Emotional Intelligence, Conflict Management, and Negotiations training empowers participants with emotional intelligence leadership training, enhancing their ability to lead effectively under challenging circumstances. Through exploring emotional intelligence leadership skills, styles, and theory, they will understand this essential attribute's definition and practical applications for leadership development.

Participants in this course on Success Under Pressure, Emotional Intelligence, Conflict Management, and Negotiations delve into conflict management leadership, address conflict management, and equip themselves with advanced skills in training solutions. Specialized negotiation training provides strategies and tools for resolving disputes and achieving win-win outcomes. It fosters resilience, adaptability, and success under pressure in personal and professional settings.

Targeted Groups:

- Senior Managers and Executives.
- Team Leaders and Supervisors.
- Human Resource Professionals.
- Sales and Marketing Teams.
- Customer Service Representatives.
- Project Managers.
- Professionals in High-Stress Environments.
- Individuals Seeking Career Advancement.
- Entrepreneurs and Business Owners.
- Conflict Resolution and Mediation Specialists.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Course Objectives:

At the end of this Success Under Pressure, Emotional Intelligence, Conflict Management, and Negotiations course, the participants will be able to:

- Develop effective strategies to perform under pressure.
- Enhance emotional intelligence for better self-awareness and interpersonal relationships.
- Master conflict management techniques to resolve disputes constructively.
- Learn negotiation skills to achieve mutually beneficial outcomes.
- Strengthen communication skills to handle stressful conversations confidently.
- Improve decision-making abilities in high-stress situations.
- Foster collaboration and trust in team environments.
- Build resilience and maintain composure in challenging scenarios.
- Apply emotional regulation techniques to manage workplace stress.
- Cultivate assertiveness and influence in professional interactions.

Targeted Competencies:

By the end of this Success Under Pressure, Emotional Intelligence, Conflict Management, and Negotiations training, the participant's competencies will:

- Stress Management and Resilience.
- Emotional Self-Awareness and Regulation.
- Empathy and Social Awareness.
- Conflict Resolution Techniques.
- Active Listening and Communication Skills.
- Negotiation Strategies and Tactics.
- Decision-Making under Pressure.
- Assertiveness and Influence.
- Building Collaborative Relationships.
- Problem-solving and Critical Thinking.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Course Content:

Unit 1: Success Under Pressure:

- Understanding the dynamics of pressure in the workplace.
- Identifying personal stress triggers and responses.
- Developing techniques to stay calm and focused under pressure.
- Time management strategies to reduce stress.
- Building resilience and mental toughness.
- The role of confidence in high-pressure situations.
- Adapting to changing environments and priorities.
- Maintaining performance while managing stress.
- Using visualization and mindfulness techniques to manage pressure.
- Building a support system to navigate challenging situations.

Unit 2: Emotional Intelligence EQ:

- Defining emotional intelligence and its importance in professional settings.
- Understanding the five components of EQ: self-awareness, self-regulation, motivation, empathy, and social skills.
- Developing self-awareness to recognize and understand emotions.
- Techniques for regulating and controlling emotions in difficult situations.
- Building empathy to understand others' perspectives and emotions.
- Strengthening social skills for effective communication and relationship-building.
- Using EQ to improve decision-making and problem-solving.
- Building trust and rapport with colleagues and teams.
- Managing emotional triggers in conflict situations.
- Leveraging EQ to enhance leadership and teamwork.

Unit 3: Conflict Management:

- Understanding the nature and sources of conflict in the workplace.
- Identifying different types of conflict: interpersonal, team-based, and organizational.
- Exploring conflict resolution styles and strategies.
- Techniques for de-escalating tense situations.
- Active listening skills for conflict resolution.
- Finding common ground and creating win-win solutions.
- Building negotiation skills to resolve conflicts effectively.
- Managing emotions during conflict resolution.
- Using constructive feedback to address and resolve conflicts.
- Creating a conflict-positive culture to encourage healthy dialogue.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 4: Negotiation Skills:

- Understanding the principles of negotiation and its relevance in business.
- Identifying different negotiation styles and techniques.
- Preparing for negotiations by identifying goals, interests, and alternatives.
- The importance of building rapport and trust during negotiations.
- Using active listening to uncover needs and concerns.
- Learning how to frame offers and counteroffers effectively.
- Strategies for overcoming objections and resistance.
- Building flexibility and adaptability in negotiation tactics.
- Closing negotiations with clear agreements and mutual understanding.
- Practicing negotiation scenarios through role-play and case studies.

Unit 5: Integrating Success Under Pressure, Emotional Intelligence, Conflict Management, & Negotiations:

- Combining EQ with conflict management for better outcomes.
- Applying stress management techniques in negotiation settings.
- Using emotional regulation to maintain composure during conflict.
- Strengthening decision-making by incorporating emotional intelligence.
- Collaborative problem-solving for win-win solutions.
- Developing leadership presence through emotional awareness.
- Creating a balanced approach to managing pressure and conflict.
- Leveraging interpersonal skills for effective team negotiations.
- Enhancing communication during high-stakes conversations.
- Real-world case studies and examples of integrating these skills in business.