MERCURY

Strategic Conflict Leadership & Negotiation Framework

12 – 16 September 2027
Doha (Qatar)



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Introduction

Strategic conflict leadership has become a critical capability in modern organizations where complexity, pressure, and rapid decision-making define success. This Strategic Conflict Leadership & Negotiation Framework course provides an understanding of how leaders will transform conflict into a productive force for innovation and organizational growth. Participants will explore advanced principles of negotiation, dispute resolution, and leadership communication within high-stakes environments. The program emphasizes practical thinking models that help leaders assess, manage, and resolve conflicts strategically rather than reactively. It strengthens the ability to navigate interpersonal, team-based, and organizational disputes with clarity and authority. It lays a strong foundation for developing effective negotiation skills and sustainable conflict-resolution practices in professional settings.

Targeted Groups

This Strategic Conflict Leadership & Negotiation Framework training targets professionals seeking knowledge and skills:

- Senior managers handle workplace conflict and team disputes regularly in organizations.
- HR professionals managing mediation and employee relations cases effectively in companies.
- Team leaders are improving their negotiation and conflict resolution skills to drive performance growth.
- Executives responsible for strategic decision-making in conflict environments within organizations.
- Consultants and trainers seeking advanced negotiation frameworks and tools development practice.

Course Objectives

Participants will achieve the following objectives by completing the Strategic Conflict Leadership & Negotiation Framework course:

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- Understand theories of conflict management and strategic conflict leadership models in organizational settings, with practical workplace application and leadership effectiveness in mind.
- Develop advanced negotiation skills for high-stakes business and executive decision environments with structured frameworks and tactical approaches consistently applied successfully.
- Apply conflict resolution frameworks to real workplace scenarios and to team dynamics to improve sustainable organizational performance and cohesion-building outcomes.
- Enhance leadership communication techniques to effectively manage disputes and negotiate processes in complex professional environments across multiple stakeholders, consistently applied.
- Strengthen analytical thinking to identify sources of conflict and strategic resolution pathways in organizational leadership contexts, enabling effective outcomes planning and execution.
- Implement negotiation strategies to achieve win-win outcomes in competitive environments through structured leadership and planning techniques in practical business use.

Targeted Competencies

Participants will gain the following competencies during the Strategic Conflict Leadership & Negotiation Framework program:

- Ability to assess conflict situations using structured diagnostic and analytical leadership tools for effective decision-making processes.
- Strong capability in negotiation planning, execution, and adaptive strategy formulation in complex environments and organizational leadership contexts.
- Expertise in applying conflict resolution frameworks to enhance workplace collaboration and productivity outcomes across diverse teams effectively.
- Effective leadership communication skills for managing disputes, negotiations, and stakeholder engagement situations in professional environments are consistently applied.
- Ability to design and implement strategic negotiation frameworks that deliver sustainable win-win solutions in business settings effectively.

Studying Scenarios

In this Strategic Conflict Leadership & Negotiation Framework training, participants develop skills through the following scenarios:

- Resolving workplace conflict between departments experiencing communication breakdown and performance delays in real cases analysis.
- Negotiating high-value contracts with stakeholders under pressure using structured negotiation frameworks effectively in business settings.
- Managing executive-level disputes requires strategic leadership, effective communication, and conflict-resolution interventions applied in practice.

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Course Content

Unit 1: Foundations of Strategic Conflict Leadership

- Introduction to strategic conflict leadership concepts and their role in organizational performance improvement within modern workplaces and leadership systems globally.
- Understanding core principles of conflict management training and how leaders interpret behavioral dynamics in structured organizational environments for better outcomes.
- Exploring types of workplace conflict, including interpersonal, intragroup, and intergroup tensions, that affect productivity and decision-making efficiency in organizations.
- Identifying leadership responsibilities in conflict situations and the importance of proactive intervention in organizational conflict resolution processes.
- Studying emotional intelligence as a foundational leadership competency for managing high-pressure conflict environments and maintaining professional stability.
- Examining strategic conflict leadership models used in executive decision-making and organizational transformation initiatives across business structures.
- Building awareness of conflict escalation patterns and early detection strategies to prevent organizational disruption and performance decline.

Unit 2: Conflict Analysis & Diagnostic Models

- Introduction to conflict resolution framework methodologies used to analyze organizational disputes and identify root causes effectively in professional environments.
- Understanding diagnostic tools for mapping conflict sources, including communication breakdown, resource competition, and leadership misalignment in teams.
- Applying structured analytical models for evaluating conflict intensity and organizational impact in real-world business scenarios.
- Exploring behavioral analysis techniques to interpret stakeholder positions, motivations, and emotional drivers in conflict environments.
- Developing systematic approaches for assessing conflict stages from latent tension to active dispute escalation in workplace systems.
- Learning data-driven decision-making techniques to support leadership judgment in complex conflict situations and negotiation processes.
- Evaluating organizational culture factors influencing the emergence and resolution of conflict in diverse professional settings.

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Unit 3: Negotiation Strategies & Tactics

- Introduction to negotiation skills course principles and their application in executive-level decision-making environments for business success.
- Understanding advanced negotiation strategies, including distributive and integrative approaches in competitive and collaborative scenarios.
- Developing structured negotiation planning techniques to prepare for high-stakes discussions and stakeholder engagements effectively in organizations.
- Exploring tactical communication methods used to influence outcomes and achieve win-win negotiation solutions in business environments.
- Analyzing psychological factors affecting negotiation behavior, including perception, bias, and decision-making pressure in professional contexts.
- Applying strategic negotiation frameworks to manage conflicts and secure mutually beneficial agreements in corporate environments.
- Building adaptive negotiation capabilities for handling uncertainty and shifting priorities in complex business negotiations.
- Strengthening executive negotiation training competencies for effective leadership-driven deal-making and conflict resolution.

Unit 4: Communication & Influence in Conflict

- Developing leadership communication skills is essential for managing disputes and maintaining organizational harmony in conflict environments.
- Understanding influence techniques used to guide stakeholder behavior and reduce resistance during conflict resolution processes.
- Applying structured communication models for clarity, active listening, and message alignment in high-pressure negotiation settings.
- Exploring persuasion strategies that support ethical influence and constructive decision-making in organizational leadership roles.
- Managing emotional communication dynamics during conflict escalation and ensuring continuity of professional dialogue within teams.
- Enhancing cross-functional communication effectiveness in diverse organizational structures and multicultural work environments.
- Building credibility and trust as core leadership assets in negotiation and conflict management situations.

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Unit 5: Advanced Integration & Real-World Application

- Integrating strategic conflict leadership principles with advanced negotiation frameworks for comprehensive organizational application.
- Applying conflict resolution training methodologies to real business case studies and leadership transformation challenges.
- Developing enterprise-level strategies for managing large-scale organizational disputes and stakeholder conflicts effectively.
- Implementing win-win negotiation systems to support sustainable business growth and long-term relationship management.
- Evaluating real-world leadership scenarios to refine decision-making and conflict intervention strategies in dynamic environments.
- Strengthening organizational resilience through structured conflict management systems and leadership accountability frameworks.
- Applying continuous improvement models to enhance negotiation performance and leadership effectiveness in evolving workplaces.

Final Insights & Key Takeaways

Strategic conflict leadership is a critical capability that enables leaders to transform disputes into structured opportunities for growth and alignment. Mastering negotiation and conflict resolution frameworks strengthens decision-making quality, organizational stability, and long-term leadership effectiveness.