



Negotiation and Conflict Management in Organizations Workshop

19 – 23 July 2027
Milan (Italy)



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Ref: 8226_248933 **Date:** 19 – 23 July 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction:

Negotiating effectively and managing conflict is one of the most valuable skill sets we can develop within our organization. Developing these skills allows us to negotiate better deals by creating and claiming value, and it also enables us to manage teams more expertly, interact more constructively with colleagues, and manage conflict effectively.

This negotiation and conflict management skills workshop offers in-depth training in conflict negotiation, emphasizing organizational conflict and negotiation and their pivotal role in organizational behavior. Attendees will gain practical skills in conflict resolution through negotiation and aim to earn a certificate in negotiation and conflict resolution.

Participants will learn to negotiate excellent outcomes externally with suppliers, contractors, and customers and internally within your organization between colleagues, departments, and managers. What sets this workshop apart is the negotiation and conflict management training imparted through interactive and practical approaches.

Targeted Groups:

- Managers.
- Supervisors.
- Team leaders.
- Also, this negotiation and conflict management skills workshop suits all staff at all levels.

Workshop Objectives:

By the end of this negotiation and conflict management skills workshop, the participants will be able to:

- Gain self-awareness of their negotiation and conflict management style.
- Understand the critical analysis of the negotiation and conflict process.
- Learn how to achieve collaborative value-adding negotiation results.
- Expand their range of negotiating skills and strategies.
- Use a three-step planning guide to analyze and prepare for a negotiation.
- Develop the ability to mediate disputes and become a more skilled and effective negotiator.
- Enhance their ability to add value through the negotiation process.
- Build on their experience and skills to become a highly effective negotiator and conflict manager.
- Improve the ability to negotiate and manage difficult situations effectively internally and externally with third parties.
- Increase knowledge and confidence to tackle negotiations collaboratively and constructively.
- Improve management and leadership skills by understanding the value of protecting key relationships while maximizing negotiated outcomes.
- Enhance vital leadership, management, and personal skills that will impact their performance across all aspects of their professional lives.
- Negotiate outcomes that meet or exceed organizational goals.

Targeted Competencies:

At the end of this negotiation and conflict management skills conference, the participants will be able to:

- Leadership skills.
- Negotiation skills.
- Mediation skills.
- Conflict Management.

Workshop Content:

Unit 1: Negotiation and Conflict Management:

- Negotiation Theory and Practice - Negotiation Defined.
- Power and society - the rise of negotiation and conflict management.
- The Sources of Conflict in the Organization.
- Conflict Escalation and Steps to Prevent It.
- Conflict management strategies.
- The Two Distinct Approaches to Negotiation.
- Understand your negotiation style.
- Negotiation as a mixed-motive process.

Unit 2: Practical Negotiation Strategies:

- Strategic and Tactical Approaches to Negotiation.
- Value-claiming distributive negotiation strategies.
- BATNA, Reserve point, Target point.
- Opening Offers, Anchors, Concessions.
- Value-creating integrative negotiation strategies.
- Share information, diagnostic questions, and unbundling issues.
- Package Deals, Multiple Offers, and Post-settlement Settlements.
- The Four Possible Outcomes of a Negotiation.

Unit 3: Negotiation Planning, Preparing, and Power:

- Wants and needs - distinguishing between interests and positions.
- A Three-Step Model for Negotiation Preparation.
- Your Position, Their Position, and the Situation Assessment.
- Understand the sources of negotiating power.
- Alter the balance of power.
- The power of body language.
- Understand thoughts from body language.
- Deal with confrontational negotiators.

Unit 4: Mediation Skills - a Powerful Negotiation Tool:

- Communication and questioning.
- Active listening in negotiation.
- ADR processes - putting negotiation in the context.
- Negotiation, Mediation, Arbitration, and Litigation.
- Mediation as a facilitated negotiation.
- Techniques of the Mediator - Practical Mediation Skills to Help Resolve Disputes.
- Work in negotiation teams.
- Mediation in Practice - Mediation Exercise.

Unit 5: International and Cross-Cultural Negotiations:

- International and cross-cultural negotiations.
- Cultural Values and Negotiation Norms.
- Advice for cross-cultural negotiators.
- Put together a deal.
- Team international negotiation exercise.
- Apply learning to a range of organizational situations.