Conflict Management & Negotiation Techniques Training

Duration: **2 Day**

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Overview

This training is designed to equip participants with strategic communication, persuasion, and negotiation skills to manage conflicts effectively in both professional and personal settings. Through real-life simulations and practical exercises, attendees will enhance their confidence and capability in resolving disagreements, influencing others, and making sound decisions.

Who Should Attend

- Executives and middle managers
- Project leaders and team supervisors
- HR professionals and department heads
- Sales and customer success managers
- Anyone aiming to build personal mastery in negotiation and conflict resolution

What You Will Learn

- Master verbal and non-verbal communication in high-stakes situations
- Influence and persuade using proven psychological strategies
- Resolve workplace conflicts with empathy and assertiveness
- Make better decisions under pressure
- Lead negotiations with confidence and achieve win-win outcomes

Outline

Module 1: Effective Communication

- Verbal & non-verbal communication
- Active listening and building empathy
- Giving & receiving feedback
- Identifying and overcoming communication barriers

Module 2: Persuasion Skills

- Stages of persuasion
- Techniques (social proof, authority, scarcity, reciprocity)

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- Resisting manipulation
- Delivering impactful presentations

Module 3: Negotiation Strategies

- Competitive, collaborative, and compromising negotiation styles
- Preparation steps and analyzing the other party
- Tactics for win-win outcomes
- Handling pressure and maintaining calm

Module 4: Conflict Resolution

- Types and sources of conflict
- Methods for resolving internal organizational conflicts
- Mediation and third-party facilitation techniques

Module 5: Decision-Making Skills

- Logical, intuitive, and analytical models
- Risk assessment & evaluating options
- Team decision-making methods

Module 6: Practice & Simulation

- Roleplay-based negotiation scenarios
- Group activities
- Real-life case discussions and feedback