



Asia Masters Center

Negotiation and Conflict Management in Organizations





Negotiation and Conflict Management in Organizations

➔ Course Objective

- Gain self-awareness of their personal negotiation and conflict management style
- Understand the key analysis of the negotiation and conflict process
- Learn how to achieve collaborative value adding negotiation results
- Expand their range of negotiating skills and strategies
- Be able to use a three-step planning guide to analyse and prepare for a negotiation
- Develop the ability to mediate their own disputes and negotiations and to become a more skilled and effective negotiator

➔ Target Audience

- managers
- senior buyers
- project managers, civil engineers
- construction managers
- contractors, sub-contractors
- site engineers, senior management
- government agencies
- architects, construction professionals
- anyone responsible for purchasing at a senior level who seeks to enhance their skills further.
- Purchasing and supply chain managers
Project managers



Course Outline

Day1

➤ **EMOTIONAL INTELLIGENCE FOR SUCCESS**

- What is Emotional Intelligence (EQ)?
- Reframing self-talk for success
- Assess your personal profile
- Identify your strengths and areas for development
- Establish healthy relationships with others
- Life giving food for success
- How to handle stressful situations
- Building a climate for creativity

Day2

➤ **MANAGING STRESS FOR SUCCESS**

- Understand what is stress
- Difference between positive and negative stress
- Symptoms of stress
- The effects of chronic stress
- Identify top time-wasters
- Remain professional under pressure
- Relaxation techniques
- Building resilience to stress

Day3

➤ **CONFLICT MANAGEMENT AND RESOLUTION**

- What is conflict
- Reasons for workplace conflict
- Ineffective approaches to conflict resolution
- Conflict management strategies
- Techniques for resolving conflicts successfully



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- How to handle different conflict areas
- Active listening for conflict resolution
- Communication skills to resolve conflict

Day4

➤ **THE ART OF NEGOTIATION**

- What is negotiation?
- Styles in negotiation
- Win-win negotiation
- Rational bargaining
- Principled negotiation
- How to separate the people from the problem
- How to invent options for mutual gain
- Personality styles of negotiators

Day5

➤ **SUCCESSFUL LEADERSHIP SKILLS**

- Characteristics of successful leaders
- Openness and vision for a successful future
- Innovative thinking for problem solving
- Harnessing creativity in subordinates through aligned leadership
- Building trust with others
- Helping your team prepare for change
- Motivating yourself and others under pressure
- Develop a personal action plan

DAY 6

➤ **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 organisation



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- Conflict escalation and steps to prevent it
- Conflict management strategies
- The two distinct approaches to negotiation
- Understanding your own negotiation style
- Negotiation as a mixed motive process

DAY 7

- **Practical Negotiation Strategies**
- Strategic and tactical negotiation approaches to negotiation
- Value claiming distributive negotiation strategies
- BATNA, Reserve point, Target point
- Opening offers, Anchors, Concessions
- Value creating Integrative negotiation strategies
- Sharing information, diagnostic questions & unbundling issues
- Package deals, multiple offers and post-settlement settlements
- The four possible outcomes of a negotiation

DAY 8

- **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
- Understanding the sources of negotiating power
- Altering the balance of power
- The power of body language
- Understanding thoughts from body language
- Dealing with confrontational negotiators

DAY 9

- **Mediation Skills – A Powerful Negotiation Tool**
- Communication and questioning
- Active listening in negotiation



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- ADR processes – putting negotiation in context
- Negotiation, Mediation, Arbitration and Litigation
- Mediation as a facilitated negotiation
- Techniques of the mediator – practical mediation skills to help resolve disputes
- Working in negotiation teams
- Mediation in practice – mediation exercise

DAY 10

- **International and Cross Cultural Negotiations**
 - International and cross cultural negotiations
 - Cultural Values and Negotiation Norms
 - Advice for cross cultural negotiators
 - Putting together a deal
 - Team international negotiation exercise
 - Applying learning to a range of organisational situations
 - Summary session and questions
 - The design of financial models for forecasting and decision-making
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- **The Feature Of Asia Master Training And Development Center**
 - we pick up the customer from the airport to the hotel.
 - we give the participant training bag includes all the necessary tools for the course.
 - Working within groups to achieve the best results.
 - All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.



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- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

The Cost Of The Training Program Includes The Following:



- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

Communicate with the training department
to know the participation fees

➤ **There are offers and discounts for groups**

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