

# € TRAINING

Negotiating and Dispute Resolutions



3 - 7 June 2024  
Kuala Lumpur (Malaysia)



# Negotiating and Dispute Resolutions

REF: Z22 DATE: 3 - 7 June 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program is designed to equip participants with the skills and strategies necessary to effectively manage conflicts and reach mutually beneficial agreements. Ultimately, it empowers individuals to navigate challenging situations with confidence and competence.

## Program Objectives:

At the end of this program, participants will be able to:

- Understand the different phases of the negotiation process.
- Recognize the significance of planning and objective setting.
- Achieve "win-win" outcomes within the bargaining process.
- Identify the causes of disagreements & disputes.
- Understand the significance of disputes and the long term impact they can have on relationships.
- Identify and use strategies to resolve the causes of disputes, rather than deal with symptoms.
- Be sensitive to situations and issues likely to result in disputes.
- Have confidence in confronting and managing disputes.

## Targeted Audience:

- Managers.
- Supervisors.
- Team Leaders.
- HR Professionals.
- Staff among all departments and managerial levels.

## Program Outlines:

### Unit 1:

### Fundamentals of Negotiation:

- Introduction to Negotiation: Understanding the basic principles and concepts of negotiation.
- Types of Negotiation: Exploring different negotiation styles and approaches.
- Preparation Strategies: Learning how to prepare effectively for negotiation sessions.
- Communication Skills: Enhancing verbal and non-verbal communication techniques for negotiation success.
- Negotiation Tactics: Studying various negotiation tactics and when to employ them.

## Unit 2:

### Conflict Resolution Techniques:

- Understanding Conflict: Identifying different types and sources of conflict.
- Conflict Resolution Models: Exploring popular models like the Thomas-Kilmann Conflict Mode Instrument TKI and the Interest-Based Relational Approach.
- Active Listening: Developing active listening skills to understand the root causes of conflicts.
- Mediation and Arbitration: Learning about third-party intervention methods and their application in resolving disputes.
- Negotiating Win-Win Solutions: Strategies for finding mutually beneficial outcomes in conflict situations.

## Unit 3:

### Building Relationships and Trust:

- Importance of Trust in Negotiation: Understanding the role of trust in building successful negotiation relationships.
- Establishing Rapport: Techniques for building rapport and fostering positive relationships with counterparts.
- Managing Emotions: Strategies for managing emotions effectively during negotiations to maintain trust.
- Cultural Sensitivity: Recognizing and respecting cultural differences to build trust across diverse backgrounds.
- Ethical Considerations: Understanding ethical principles and their significance in maintaining trust and integrity in negotiations.

## Unit 4:

### Handling Difficult Situations:

1. Dealing with Difficult Personalities: Strategies for managing negotiations with aggressive, passive-aggressive, or manipulative individuals.

2. Overcoming Deadlocks: Techniques for breaking through impasses and finding creative solutions.
3. Managing Power Imbalance: Understanding power dynamics and strategies for negotiating when there is a significant power differential.
4. Addressing Unethical Behavior: Approaches for handling unethical conduct during negotiations.
5. Crisis Negotiation: Skills for managing negotiations in high-pressure and crisis situations.

## Unit 5:

### Post-Negotiation Strategies:

Evaluating Negotiation Outcomes: Methods for assessing the success of negotiation outcomes against predetermined objectives.

Learning from Experience: Reflecting on past negotiations to identify lessons learned and areas for improvement.

Building Long-Term Relationships: Strategies for maintaining positive relationships with counterparts after negotiations conclude.

Conflict Prevention: Implementing strategies to prevent conflicts from arising in future interactions.

Continuous Improvement: Developing a plan for ongoing skill development and refinement in negotiation and dispute resolution.