

Conflict Resolution and Negotiation Skills

Course Duration : 5 days

Date : 01-Sep-2025 to 05-Sep-2025

Location : Milan

Type of Participant : Business professionals who want to expand their conflict resolution skills, understand their own emotions and behaviors and find productive ways to manage conflict with influence, even when authority is lacking.

Summary:

Did you know that a little conflict in your office/workplace today can shut down your entire operation tomorrow? That is no exaggeration! Workplace conflict costs. It starts by reducing productivity and employee health. It will finish your business by reducing customer loyalty and profitability.

Conflict resolution skills are in demand in the workplace and can mean the difference between interpersonal relationships that work and ones that fall apart. Conflict resolution skills include things like active listening, understanding win-win solutions, and providing problem-solving to a number of conflict situations. Effective conflict resolution handles strong emotions by using emotional intelligence and nonverbal communication as well as negotiation skills to resolve differences.

In this course, you will learn how you can avoid conflict from developing, and identify the source of the problems, and methods you can use to resolve conflicts that are occurring and affecting your workplace.

Objective:

Upon the successful completion of this course, each participant will be able to:



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- Describe the types and causes of conflict that occur in the workplace.
- Know procedures to resolve workplace conflict.
- Know ways to stop conflict from arising in the first place.
- Describe the most common techniques to resolve personal conflict.
- Describe what steps to take when both parties refuse to resolve their conflicts, and
- Describe the consequences of conflict in the workplace.
- Know steps to take when conflicts are not resolved.
- Define why people conflict in the first place.
- Describe ways to mediate conflict between parties.
- Learn the strategies of conflict management
- Learn to resolve conflicts, negotiate and influence others
- Learn the steps in the conflict resolution process and implementation

Professionals who undertake this course will benefit in the following ways:

- What conflict really is and how it is formed.
- The different types of conflict that occur in the workplace.
- The various consequences of unresolved conflicts.
- How to establish a conflict resolution plan.
- Positive Communication Techniques will help eliminate many conflicts from developing

Contents:

Day 1

Welcome & Introduction

PRE-TEST

What is Conflict?

Types of Conflict- Conflict in the Workplace



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Workplace Conflict/Consequences of Conflict

Workplace Conflict/How to Resolve Conflicts in the Workplace.

Workplace Conflict/What To Do When Resolution Doesn't Work.

Understanding Conflict in the Workplace

- Considering Common Contributors to Conflict
- Mediating like a Pro
- Tapping into Conflict Resolution Expertise
- Dealing with a Direct Conflict

Understanding What People Bring to Conflict

- Rediscovering Communication
- Figuring Out Why People Think the Way They Do
- Considering the Importance of Emotions
- Responding to Conflict

Determining How Groups Contribute to Conflict

- Observing Your Organization's Culture
- Recognizing Team Dynamics
- Groups Behaving Badly

Day 2

Workplace Conflict/Using Positive Communication.

The Nature of Conflict--How and Why People Conflict.

Personal Conflict/How To Resolve The Seven Most Common Forms Of Personal Conflict.

Understanding Conflict in the Workplace



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Negotiating Possible Solutions to a Conflict

- Encouraging Communication
- Focusing on Values Rather Than Issues
- Fostering Brainstorming
- Asking Great Questions
- Working through Resistance
- Meeting Privately with Each Individual

Day 3

Personal Conflict/Using Problem Solving Techniques To Find Inventive Ways Of Resolving Conflict

Personal Conflict/How to Mediate Conflict Between Others

Personal Conflict/What to do if the Opposing Party Refuses to Participate in Resolution



Practicing Self-Awareness

- Understanding How Managers Foster Conflict
- Micromanaging & Stirring the Pot
- Not Taking the Time to Gain Understanding
- Talking about the Work Ineffectively
- Defined Expectations and Responsibilities
- Hiring the Right Person for the Wrong Job

Knowing When to Address Conflict

- Assessing the Cost and Severity of the Conflict
- Approaching Employees and Gathering Information
- Evaluating the Details of the Conflict
- Empowering Employees to Handle the Issue Themselves

Resolving a Conflict between Two or More of Your Employees

- Developing a Plan and Preparing for a Meeting
- Preparing the Parties for a Conversation
- Setting Up the Meeting

Starting a Mediation Meeting and Creating a Working Agenda

- Facilitating Effectively
- Reviewing the Ground Rules for the Discussion
- Giving the Participants a Chance to Present Their Perspectives
- Summarizing and Reflecting Back What You Hear
- Creating an Agenda

Day 4

Offering Proposals and Crafting Agreements

- Continuing Negotiations
- Developing Solutions and Agreements during Open Session
- Concluding the Meeting and Helping Everyone Leave



Adapting a Conflict Meeting for the Entire Team

- Acting as Facilitator
- Gathering Information from the Group
- Assessing the Intensity of a Conflict
- Formulating a Meeting Plan
- Kicking Off the Group Meeting
- Devising a Team Plan for Follow-up

Monitoring Agreements and Progress

- Keeping an Eye on the Environment
- Tuning In to Changes in Communication
- Looking for Examples of Personal Responsibility
- Stepping In to Coach and Encourage
- Leading Productive Follow-Up Meetings

Asking for a Meeting to Talk about the Conflict

- Considering the Best Way to Approach the Other Person
- Preparing for Resistance
- Setting a Time and a Place for a Productive Discussion

Day 5

Keeping a Team Focused During a Conflict

- Addressing Safety or Legal Issues
- Limiting Chatter
- Sticking to Business as Usual
- Building a Reputation as a Leader
- Encouraging Team Building

Determining How Your Company Can Help

- Working with Human Resources
- Investigating Neutral Dispute Resolution Services



- Proactively Designing a Conflict Resolution Plan

Smoothly Handling Conflict When You're One of the People Involved

- Identifying What Both Sides Want
- Asking Yourself What You Really Want
- Thinking about What the Other Person Wants
- Taking a Look at Both Sides

Sitting Down to Talk Through the Issues

- Preparing to Mediate Your Own Conflict
- Getting the One-on-One Started
- Sharing Perspectives
- Creating an Agenda
- Concluding the Discussion

Course Conclusion

POST-TEST

Presentation of Course Certificates

Training Methodology:

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Workshops & Work Presentations
- 20% Case Studies & Practical Exercises



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- 30% Videos, Software & Simulators
- Pre-Test and Post-Test
- Group Work
- Discussion
- Presentation

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.



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