

Conflict Resolution and Negotiation Skills

Course Duration : 5 days

Date : November 03, 2025 to November 07, 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:



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

- 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: Understanding Conflict in the Workplace

- Welcome & Introduction
- Pre-Test
- What is Conflict?
- Types of Conflict – Especially in the Workplace
- Consequences of Unresolved Conflict



- Common Causes and Contributors to Workplace Conflict
- How to Resolve Conflict in the Workplace
- What to Do When Resolution Doesn't Work
- Understanding What People Bring to Conflict
- Rediscovering Effective Communication
- Understanding Thought Patterns and Emotional Drivers
- Responding to Conflict Constructively
- Organizational Culture and Team Dynamics
- Recognizing Group Behavior and Dysfunction

Day 2: Communication & Conflict Resolution Techniques

- Using Positive Communication Strategies
- How and Why People Enter into Conflict
- The Seven Most Common Forms of Personal Conflict & How to Resolve Them
- Negotiating Possible Solutions to a Conflict
 - Encouraging Open Communication
 - Focusing on Shared Values
 - Fostering Brainstorming & Collaboration
 - Asking Strategic Questions
 - Meeting Privately with Individuals
 - Working Through Resistance

Day 3: Conflict Mediation and Leadership Responsibility

- Applying Problem-Solving Techniques
- Mediating Conflict Between Others
- What to Do When One Party Refuses to Participate
- Practicing Self-Awareness as a Conflict Manager
- How Managers May Unintentionally Foster Conflict
- Knowing When and How to Intervene



- Steps to Resolving Employee Conflicts:
 - Assessing the Conflict
 - Gathering Information
 - Empowering Employees
 - Preparing and Facilitating Mediation Meetings
 - Reviewing Ground Rules and Reflecting Perspectives

Day 4: Facilitating Group Conflict and Follow-Up

- Offering Proposals and Crafting Agreements
- Continuing Negotiations and Concluding Meetings
- Adapting Conflict Meetings for Entire Teams
 - Acting as a Facilitator
 - Planning and Conducting Team Meetings
 - Monitoring Progress and Agreements
- Coaching and Supporting Ongoing Resolution
- Leading Effective Follow-Up Discussions
- Initiating Productive One-on-One Conversations

Day 5: Conflict Leadership & Personal Involvement

- Leading During Team Conflicts
- Addressing Safety or Legal Considerations
- Maintaining Professional Focus
- Building a Reputation as a Conflict-Competent Leader
- Collaborating with HR and Other Support Systems
- Designing a Proactive Conflict Resolution Framework
- Resolving Conflict When Personally Involved
 - Identifying Each Party's Needs
 - Mediating Your Own Conflicts
 - Creating and Following an Agenda
 - Concluding with Clear Agreements



Course Close

- 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
- 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.

