BLACKBIRD FOR TRAINING

Conflict Resolution & Negotiation Skills

25 – 29 January 2027
Cape Town (South Africa)



Conflict Resolution & Negotiation Skills

Ref: 3255268_336793 **Date:** 25 – 29 January 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Introduction

Effective conflict resolution and negotiation skills are vital for organizations that aim to foster collaboration, maintain strong professional relationships, and achieve sustainable results.
While many believe that resolving conflicts or negotiating effectively comes naturally, experience shows that unmanaged disputes and poor negotiation often result in lost opportunities, strained relationships, and reduced performance.

This training course equips participants with structured approaches, proven strategies, and practical tools to manage conflicts constructively and negotiate successfully.
Through real-life case studies, practical simulations, and interactive discussions, participants will develop the ability to analyze conflict dynamics, build understanding among stakeholders, and reach win-win agreements that enhance team performance and organizational effectiveness.

Participants will learn how to identify the root causes of conflict, manage difficult interactions, and apply communication and negotiation techniques that lead to cooperation and lasting solutions.

Course Objectives

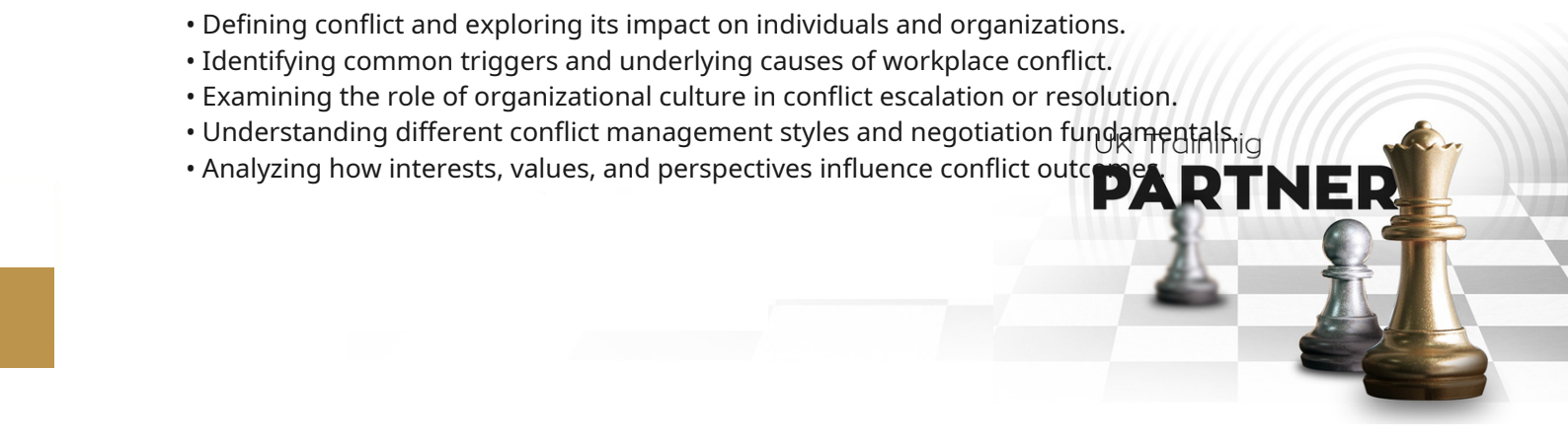
By the end of this course, participants will be able to:

- Identify and analyze the key sources of conflict in the workplace.
- Apply structured frameworks for conflict resolution and effective negotiation.
- Communicate clearly and assertively to influence and manage outcomes.
- Recognize personal conflict-handling and negotiation styles and adapt to different situations.
- Build strong, trust-based relationships across teams and departments.
- Plan, prepare, and conduct negotiations in complex or high-stakes environments.
- Gain the confidence to handle conflicts constructively and achieve mutually beneficial agreements.

Course Outlines

Day 1 - Understanding Conflict and Introduction to Negotiation

- Defining conflict and exploring its impact on individuals and organizations.
- Identifying common triggers and underlying causes of workplace conflict.
- Examining the role of organizational culture in conflict escalation or resolution.
- Understanding different conflict management styles and negotiation fundamentals.
- Analyzing how interests, values, and perspectives influence conflict outcomes.



Day 2 - Personal Styles and Understanding the Other Party

- Self-assessment: identifying your personal conflict and negotiation style.
- Applying personality frameworks e.g., Myers-Briggs to predict reactions and preferences.
- Recognizing mental biases and emotional triggers that affect decision-making.
- The role of emotional intelligence in managing conflict effectively.
- Research and preparation: analyzing the other party's needs, motivations, and constraints.

Day 3 - Conflict Resolution Strategies and Effective Negotiation

- Developing strategies to resolve disputes constructively.
- Applying collaborative problem-solving and interest-based negotiation techniques.
- Managing difficult conversations and overcoming resistance.
- Navigating ethical, legal, and organizational considerations in conflict situations.
- Preparing for negotiations in complex, cross-functional environments.

Day 4 - Building Relationships and Managing Cultural Differences

- Building trust and rapport with colleagues, clients, and partners.
- Managing team conflicts and promoting collaboration within diverse teams.
- Addressing ethical dilemmas and minimizing workplace tensions.
- Understanding cultural influences on conflict and negotiation behavior.
- Managing virtual negotiations and handling remote conflict situations effectively.

Day 5 - Advanced Negotiation and Sustaining Agreements

- Mastering active listening, persuasion, and questioning techniques.
- Reading and interpreting body language and non-verbal cues.
- Planning and managing negotiation sessions, timing, and agenda control.
- Handling power dynamics, authority, and emotional escalation.
- Closing negotiations and ensuring implementation while maintaining relationships.
- Reviewing key takeaways and developing a personal action plan for workplace application.

Why Attend this Course: Wins & Losses!

- Strengthen your ability to manage and resolve conflicts systematically.
- Develop negotiation strategies that lead to balanced, long-term agreements.
- Enhance communication and collaboration with internal and external stakeholders.
- Learn how to adapt negotiation techniques across different cultural contexts.
- Gain confidence and leadership presence as an effective negotiator and mediator.



Conclusion

Mastering conflict resolution and negotiation skills is an essential capability for success in today's collaborative, fast-paced business world.
This course provides participants with practical tools, strategies, and confidence to manage disagreements constructively, negotiate effectively, and build long-term professional trust.

Whether you are an experienced professional or new to conflict management, this program offers a structured and actionable approach to achieving personal and organizational success through effective communication and strategic negotiation.

