



*Conference:  
Negotiation and Conflict Management in  
Organizations*

*5 - 9 May 2025  
Madrid (Spain)  
Pestana CR7 Gran Vía*

## Conference: Negotiation and Conflict Management in Organizations

Conference code: CO8226 From: 5 - 9 May 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Conference Fees: 6000  
€ Euro

### Introduction

Effective negotiation and conflict management are essential for creating value, fostering collaboration, and achieving optimal outcomes. This seminar provides a strategic analysis of negotiation processes and equips participants with tools to handle negotiations both externally and internally. Attendees will enhance their skills in planning, managing, and executing negotiations, develop strategies to add value, and build confidence as expert negotiators and conflict managers. Unlock your potential to lead with impact in every negotiation scenario.

### Objectives

- 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 analyze and prepare for a negotiation
- Develop the ability to mediate their own disputes and negotiations and to become a more skilled and effective negotiator

### Methodology

This seminar is designed to be highly interactive, using a mix of case studies, role-play exercises, self-assessment questionnaires, presentations and group discussion to develop the themes around participants' own experiences and needs. It presents an opportunity for delegates to practice the skills taught using a variety of hands-on negotiation exercises that stress participation and that reinforce and build on the comprehensive course materials. This training methodology allows delegates to significantly improve their negotiation and conflict management skills and to have all their questions answered by the highly experienced negotiation practitioner who leads the conference.

### Organizational Impact

- Improved ability to negotiate and manage difficult situations effectively both internally within the organization and externally with third parties
- Increased knowledge and confidence to tackle negotiations in a collaborative and constructive manner
- A better understanding of what constituted a good negotiation outcome through the meeting of core organizational interests

- Improved management and leadership skills through an understanding of the value of protecting key relationships whilst maximizing negotiated outcomes
- Enhanced ability to negotiate outcomes that meet or exceed organizational goals.

## Personal Impact

- Develop a self-awareness of their natural negotiation and conflict management style
- Have the skill to think analytically and strategically about the negotiation process
- Have enhanced their own personal negotiation and conflict management skills
- Have developed a range of negotiation strategies and an understanding of when to use them to maximize outcomes in a range of different scenarios
- Be able to use a three step model to prepare effectively for all negotiations
- Have enhanced vital leadership, management and personal skills that will impact on their performance across all aspects of their professional lives

## Outlines

### Day 1: 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 organization
- 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 2: 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 3: 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 4: Mediation skills - a powerful negotiation tool

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

#### Day 5: 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 organizational situations
- Summary session and questions

## Registration form on the Conference: Negotiation and Conflict Management in Organizations

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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