



*Training Course:
Negotiation and Conflict Resolution for Project
Managers*

*4 - 8 August 2025
Madrid (Spain)
Pestana CR7 Gran Vía*

Training Course: Negotiation and Conflict Resolution for Project Managers

Training Course code: MA235756 From: 4 - 8 August 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5500 € Euro

Introduction

Effective negotiation and conflict resolution are critical skills for project managers and professionals who deal with stakeholders, team members, and clients in complex project environments. Mastering professional negotiation techniques and conflict resolution strategies ensures smoother collaboration, stronger stakeholder relationships, and successful project execution.

This 5-day intensive training program equips participants with the skills, strategies, and frameworks needed to navigate high-stakes negotiations, resolve disputes constructively, and build long-term professional relationships. Through interactive role-playing, case studies, and real-world scenarios, participants will develop the confidence to handle challenging discussions and achieve win-win solutions.

Course Objectives

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

- Apply structured negotiation techniques to drive favorable outcomes.
- Use effective communication to resolve conflicts professionally.
- Understand stakeholder dynamics and manage relationships effectively.
- Develop strategies for dealing with difficult people and resistance.
- Improve decision-making and problem-solving in negotiations.
- Master win-win conflict resolution techniques for long-term collaboration.

Target Audience

This program is designed for professionals who frequently engage in negotiations and conflict resolution, including:

- Project Managers & Team Leaders handling stakeholder relationships.
- Business Analysts & Consultants facilitating negotiations in business environments.
- Procurement & Supply Chain Managers negotiating contracts and vendor agreements.
- Sales & Business Development Professionals closing high-stakes deals.
- HR & Organizational Leaders managing employee and team conflicts.

Training Program Outline

Day 1: Fundamentals of Negotiation in Project Environments

- Principles of successful negotiation in business and project management.
- Understanding the different negotiation styles and their applications.
- Key elements of interest-based vs. positional bargaining.
- Recognizing common negotiation mistakes and how to avoid them.
- Case Study: Analyzing real-world negotiation successes and failures.

Day 2: Advanced Communication Skills for Negotiation

- The power of active listening and emotional intelligence in negotiations.
- Verbal and non-verbal communication techniques to build trust.
- Influencing and persuading stakeholders without authority.
- Managing difficult conversations and handling resistance.
- Interactive Role-Play: Simulating a high-stakes project negotiation.

Day 3: Conflict Resolution Strategies & Managing Stakeholder Expectations

- Understanding the root causes of conflicts in projects.
- Strategies for preventing and de-escalating conflicts.
- Conflict resolution frameworks: Collaborative, competitive, accommodating approaches.
- Handling cross-cultural negotiations and diverse stakeholder needs.
- Workshop: Building a stakeholder engagement and conflict resolution plan.

Day 4: Problem-Solving & Decision-Making in High-Stakes Negotiations

- Structured problem-solving techniques for resolving disputes.
- Leveraging data and facts in negotiations to drive favorable outcomes.
- Overcoming impasses and deadlocks in difficult discussions.
- Negotiating under pressure: Managing time-sensitive conflicts.
- Hands-on Exercise: Navigating a project dispute to achieve a resolution.

Day 5: Negotiation Ethics, Win-Win Strategies & Final Case Study

- Ethical considerations in negotiations and stakeholder management.
- Best practices for maintaining integrity and transparency.
- Developing win-win strategies for long-term relationships.
- Final Case Study: Simulating a complex multi-party project negotiation.
- Closing Discussion: Developing a personal action plan for negotiation mastery.

Registration form on the Training Course: Negotiation and Conflict Resolution for Project Managers

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