Global Horizon
TRAINING CENTER

Training Course:
Negotiation and Conflict Management in Organizations

17 - 21 May 2027
Amsterdam (Netherlands)

Training Course:
Negotiation and Conflict Management in Organizations

Training Course code: MA1108 From: 17 - 21 May 2027 Venue: Amsterdam (Netherlands) - Training Course Fees: 5775 Euro

Introduction

In today's dynamic workplace, conflict is inevitable due to differing goals, perspectives, and interests. However, when managed effectively, conflict can become a catalyst for innovation, improved relationships, and better decision-making. At the same time, strong negotiation skills are essential for achieving mutually beneficial outcomes and maintaining productive working relationships.

This program, developed by Global Horizon Training Center, equips participants with practical tools and strategies to manage conflict constructively and negotiate effectively in organizational settings. It focuses on understanding human behavior, communication techniques, and structured negotiation approaches to resolve disputes and build long-term collaboration.

Participants will develop the ability to handle challenging situations, influence outcomes, and create win-win solutions that align with organizational goals.

Course Objectives

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

- Understand the nature and sources of conflict in organizations
- Apply conflict management styles and strategies effectively
- Develop strong negotiation skills and techniques
- Communicate effectively in difficult situations
- Manage emotions and maintain professionalism during conflicts
- Build win-win negotiation outcomes
- Strengthen relationships through constructive conflict resolution
- Handle complex organizational disputes confidently

Target Audience

This program is designed for:

- Managers and Supervisors
- Team Leaders and Department Heads
- HR and Organizational Development Professionals
- Project and Program Managers
- Customer Service and Sales Professionals
- Professionals involved in negotiations and conflict resolution

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Outline

Day 1: Understanding Conflict in Organizations

- Definition and Types of Conflict
- Sources and Causes of Conflict
- Functional vs. Dysfunctional Conflict
- Conflict Management Styles Thomas-Kilmann Model
- Self-Assessment: Personal Conflict Style
- Case Studies on Workplace Conflict

Day 2: Communication and Interpersonal Skills

- Effective Communication Techniques
- Active Listening and Empathy
- Verbal and Non-Verbal Communication
- Managing Emotions in Conflict Situations
- Building Trust and Rapport
- Handling Difficult Conversations

Day 3: Fundamentals of Negotiation

- Principles of Effective Negotiation
- Types of Negotiation Distributive vs. Integrative
- Preparing for Negotiation
- Setting Objectives and Strategies
- Understanding Interests vs. Positions
- Negotiation Styles and Tactics

Day 4: Advanced Negotiation and Conflict Resolution

- Win-Win Negotiation Strategies
- Managing Power and Influence
- Handling Deadlocks and Difficult Negotiators
- Mediation and Facilitation Techniques
- Conflict Resolution Frameworks
- Role-Play Exercises and Simulations

Day 5: Applying Negotiation and Conflict Management

- Negotiation in Organizational Contexts
- Managing Team Conflicts
- Cross-Cultural Negotiation Considerations
- Developing Long-Term Agreements
- Building Collaborative Relationships
- Developing Personal Action Plans

Registration form on the Training Course: 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

Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Company Information

Company Name: .....
Address: .....
City / Country: .....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

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Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.	Fax your completed registration form to: +20233379764	E-mail to us : info@gh4t.com or training@gh4t.com	Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.