



*Conference:
Negotiation and Conflict Management in
Organizations*

*30 August - 3 September 2027
Kuala Lumpur (Malaysia)*

Conference: Negotiation and Conflict Management in Organizations

Conference code: CO8226 From: 30 August - 3 September 2027 Venue: Kuala Lumpur (Malaysia) - Conference Fees: 6300 € 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

Target Audience

This seminar is designed for:

- Contract Managers and Commercial Managers
- Procurement and Purchasing Professionals
- Sales Managers and Business Development Professionals
- Project Managers and Program Managers
- Legal and Compliance Professionals involved in disputes and agreements
- Supply Chain and Vendor Management Professionals
- Senior and Middle Managers involved in negotiation and decision-making
- HR and Employee Relations Professionals handling internal conflicts
- Consultants and Client Relationship Managers
- Professionals involved in international business and cross-cultural negotiations
- Individuals seeking to strengthen negotiation, conflict resolution, and mediation skills in organizational and commercial settings

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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