Mastering Negotiation & Dispute Resolution Techniques

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Geneva (Switzerland)



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Why This Course

Negotiation and conflict resolution are essential skills in today's professional environment, where differing interests and perspectives are part of daily interactions. The ability to manage disagreements constructively and reach balanced outcomes can significantly improve relationships, decision-making, and overall performance.

This intensive 1-week program is designed to provide a structured and practical approach to negotiation and dispute resolution. It equips participants with proven strategies, communication techniques, and analytical tools to handle complex situations with confidence. Through real scenarios and hands-on practice, participants will learn how to turn conflicts into opportunities for collaboration and better outcomes.

What You'll Learn and Practice

By participating in this program, you will:

- Understand key principles of negotiation and conflict resolution.
- Apply effective communication strategies in challenging situations.
- Use structured negotiation techniques to achieve balanced outcomes.
- Analyze and manage complex conflict scenarios.
- Overcome common barriers in negotiations.
- Facilitate and mediate disputes between different parties.

The Program Flow

Day 1: Foundations of Negotiation and Conflict

- Understanding the fundamentals of negotiation theory.
- Exploring the nature and sources of conflict.
- Identifying different negotiation styles and approaches.
- Applying frameworks to analyze conflict situations.

Day 2: Communication in Negotiations

- Practicing active listening for better understanding.
- Understanding the role of nonverbal communication.
- Framing and reframing issues to influence outcomes.
- Overcoming communication barriers in negotiations.



Day 3: Advanced Negotiation Strategies

- Applying interest-based negotiation techniques.
- Understanding power dynamics and their impact.
- Managing cross-cultural negotiation situations.
- Dealing with difficult or resistant negotiators.

Day 4: Mediation and Facilitation Skills

- Understanding the principles of mediation.
- Applying facilitation techniques in group discussions.
- Managing emotions during disputes.
- Building agreement and consensus among parties.

Day 5: Applying Skills to Complex Scenarios

- Handling multi-party negotiations effectively.
- Negotiating under pressure and time constraints.
- Addressing ethical considerations in negotiations.
- Developing a personal action plan for continuous improvement.

Individual Impact

- Strengthen communication and interpersonal skills.
- Improve confidence in handling difficult conversations.
- Enhance analytical thinking in conflict situations.
- Develop a structured approach to negotiation.

Work Impact

- Improve collaboration and reduce workplace conflicts.
- Achieve better outcomes in business negotiations.
- Strengthen relationships with stakeholders and partners.
- Support a more positive and productive work environment.

Training Methodology

This program combines practical learning with real-world application to ensure effective results. Methods include:

- Interactive sessions and guided discussions.
- Case studies based on negotiation scenarios.
- Role-playing exercises to practice negotiation techniques.
- Group activities focused on conflict resolution.
- Feedback sessions to refine communication and negotiation skills.



Beyond the Course

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

- Lead negotiations confidently across different professional contexts.
- Resolve conflicts effectively and strengthen working relationships.
- Apply structured strategies to achieve mutually beneficial outcomes.
- Facilitate discussions and mediate disputes with clarity and professionalism.

