Mastering Negotiation and Dispute Resolution Techniques

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Cape Town (South Africa)

UK Traininig
PARTNER



Mastering Negotiation and Dispute Resolution Techniques

Ref: 20222883_219537 Duration: Cape Town (South Africa) Fees: 4200 GBP

Course Description

This comprehensive 1-week course equips participants with advanced negotiation and dispute resolution skills essential for today's complex business environment. Through a combination of theoretical frameworks and practical exercises, learners will develop strategies to manage conflicts, facilitate productive negotiations, and achieve mutually beneficial outcomes in various professional settings.

Learning Objectives

- Understand the fundamental principles of negotiation and dispute resolution
- Develop effective communication strategies for managing conflicts
- Apply interest-based negotiation techniques to reach win-win solutions
- Analyze different conflict styles and adapt appropriate resolution approaches
- Utilize mediation and arbitration techniques in dispute resolution processes
- Implement strategies to overcome common negotiation barriers and impasses

Course Modules

Day 1: Foundations of Negotiation and Conflict

- Introduction to negotiation theory and practice
- Understanding conflict dynamics and sources
- Assessing negotiation styles and strengths
- Preparing for successful negotiations

Day 2: Communication and Relationship Building

- Active listening and effective questioning techniques
- Nonverbal communication in negotiations
- Building rapport and trust in negotiations
- Managing emotions and difficult conversations

Day 3: Interest-Based Negotiation Strategies

- Identifying interests vs. positions
- Generating options for mutual gain
- Applying the Harvard Negotiation Model
- Overcoming cognitive biases in decision-making



Day 4: Advanced Dispute Resolution Techniques

- Mediation principles and process
- Arbitration fundamentals and best practices
- Alternative dispute resolution methods
- Cross-cultural considerations in dispute resolution

Day 5: Negotiation Challenges and Ethical Considerations

- Dealing with difficult negotiators and tactics
- Breaking through impasses and deadlocks
- Ethical dilemmas in negotiation and dispute resolution
- Developing a personal action plan for continued growth

Practical Wins for Participants

- Enhanced ability to navigate complex negotiations and conflicts
- Improved communication skills for building consensus and resolving disputes
- Increased confidence in applying various dispute resolution techniques
- Personalized strategies for continued development as a negotiator and mediator

