

## NEGOTIATION AND CONFLICT RESOLUTION SKILLS

*“Turning Conflicts into Collaborative Success”*

### Schedule

Date	Venue	Fees (Face-to-Face)
09 - 11 Jun 2026	Manama, Bahrain	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

In today's dynamic business environment, effective negotiation and conflict resolution skills are essential for maintaining productive relationships and driving success. This course provides participants with the strategies and techniques needed to navigate difficult conversations, resolve conflicts, and negotiate win-win outcomes. Whether in business negotiations, workplace disputes, or team dynamics, participants will gain the confidence and skills to handle challenging situations with diplomacy and tact.

Through interactive sessions, real-world case studies, and hands-on exercises, participants will learn how to identify the underlying causes of conflicts, employ effective communication techniques, and craft mutually beneficial solutions. This course is ideal for professionals who want to enhance their ability to manage conflict and negotiate effectively in any situation.

### Objectives

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

- Apply advanced negotiation strategies to achieve desired outcomes in business and interpersonal contexts.
- Resolve conflicts in a way that preserves relationships and promotes collaboration.
- Understand the psychology of negotiation and conflict, recognizing the interests of all parties involved.
- Develop skills in active listening, persuasion, and maintaining control of conversations.
- Navigate high-stakes negotiations and handle challenging individuals with confidence and professionalism.

## Why Attend

- Enhance your ability to negotiate in various business and personal scenarios.
- Improve your conflict resolution skills to resolve disputes effectively.
- Gain confidence in handling difficult negotiations and conversations.
- Learn practical strategies for creating win-win solutions in all areas of life.
- Build stronger relationships through effective communication and understanding

## Target Audience

This program is designed for:

- Business managers and executives
- HR professionals and team leaders
- Sales and marketing professionals
- Anyone involved in negotiations or conflict resolution
- Professionals seeking to improve their communication and interpersonal skills

## Individual Benefits

Key competencies that will be developed include:

- Advanced negotiation techniques and strategies
- Conflict resolution approaches that preserve relationships
- Emotional intelligence and empathy in managing disputes
- Persuasive communication skills for effective negotiations
- Problem-solving and decision-making skills in complex situations

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved organizational effectiveness through skilled negotiation and conflict resolution
- Enhanced team collaboration and reduced workplace tensions
- Stronger professional relationships that lead to long-term success
- Better decision-making in conflict-prone situations
- A more productive and harmonious work environment

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - In-depth exploration of negotiation and conflict resolution principles and techniques.
- Case Studies - Real-world examples of negotiation and conflict resolution in business environments.
- Workshops - Interactive exercises to practice and develop negotiation and conflict resolution skills.
- Peer Exchange - Group discussions and role-playing to share experiences and learn from others.
- Tools - Negotiation frameworks, conflict resolution templates, and communication techniques.

## MAWA EVENTS

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## Course Outline

**Detailed 3-Day Course Outline** Training Hours: 7:30 AM – 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

### Day 1: Understanding Negotiation and Conflict Dynamics

- Module 1: Introduction to Negotiation and Conflict Resolution (07:30 – 09:30)
  - The principles and psychology of negotiation
  - Identifying different types of conflicts and negotiation scenarios
  - Understanding the role of emotions and interests in negotiations
- Module 2: Strategies for Effective Negotiation (09:45 – 11:15)
  - Key negotiation strategies and tactics
  - Preparation techniques for successful negotiations
  - Understanding power dynamics and how to use leverage effectively
- Module 3: Conflict Resolution Frameworks (11:30 – 01:00)
  - The stages of conflict and methods for resolution
  - Exploring collaborative, competitive, and compromising conflict resolution styles
  - Techniques for handling difficult personalities and challenging situations
- Module 4: Communication Skills for Negotiation (02:00 – 03:30)
  - Active listening and questioning techniques
  - How to build rapport and trust during negotiations
  - The art of persuasion and influencing others

### Day 2: Advanced Negotiation and Conflict Management Techniques

- Module 1: Negotiating with Challenging Individuals (07:30 – 09:30)
  - Handling high-pressure negotiations and difficult personalities
  - Maintaining control in challenging negotiations
  - Strategies for overcoming impasse and deadlocks
- Module 2: Conflict Resolution in Teams and Organizations (09:45 – 11:15)
  - Techniques for managing internal conflicts within teams
  - Facilitating team-based problem-solving and decision-making
  - Conflict mediation and building consensus
- Module 3: Cross-Cultural Negotiations and Global Conflicts (11:30 – 01:00)
  - Negotiating in culturally diverse environments
  - Understanding cultural differences in conflict resolution
  - Adapting negotiation strategies for international settings
- Module 4: Role-Playing and Case Studies (02:00 – 03:30)
  - Practical exercises in real-world negotiation scenarios
  - Peer feedback and collaborative problem-solving
  - Analyzing case studies of successful conflict resolution

### Day 3: Mastering the Art of Win-Win Negotiations

- Module 1: Building Long-Term Relationships through Negotiation (07:30 – 09:30)
  - The importance of maintaining relationships in negotiations
  - Creating mutually beneficial agreements and solutions
  - Building trust and credibility for future negotiations
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**Module 2: Handling High-Stakes Negotiations (09:45 – 11:15)**

- Techniques for managing high-stakes situations
- Risk management and decision-making under pressure
- Strategies for protecting your interests in critical negotiations
- **Module 3: Conflict Resolution and Ethical Considerations (11:30 – 01:00)**
- Navigating ethical dilemmas in conflict resolution
- Ensuring fairness and transparency in negotiations
- Balancing interests and ethics in negotiations
- **Module 4: Final Review and Action Plan (02:00 – 03:30)**
- Review of key negotiation and conflict resolution techniques
- Developing a personal action plan for applying learned skills
- Q&A and closing remarks

**Certification**

Participants will receive a Certificate of Completion in Negotiation and Conflict Resolution Skills, demonstrating their proficiency in negotiation strategies and conflict management practices, as well as their ability to resolve disputes and negotiate successful outcomes in various business and personal contexts.

40 mini

**Why Choose MAWA Events**

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

<p><b>In-House / Customized Training</b></p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p>	<p>TEL:</p> <p><b>+601116373203</b></p>	<p>EMAIL:</p> <p><b>info@mawaevents.net</b></p>
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