

SUCCESS UNDER PRESSURE - EMOTIONAL INTELLIGENCE, CONFLICT MANAGEMENT AND NEGOTIATIONS

“Stay Calm, Communicate Effectively, and Achieve Results Even in High-Pressure Situations.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

High-pressure environments often test professionals’ ability to manage emotions, resolve conflicts, and negotiate successfully. Success under pressure requires a combination of emotional intelligence, strategic conflict resolution, and effective negotiation skills.

Professionals who master these skills can maintain composure, make informed decisions, and achieve favorable outcomes even in challenging situations.

The Success Under Pressure course provides participants with practical tools and techniques to manage stress, navigate conflicts, and negotiate effectively. Through interactive workshops, case studies, and real-world simulations, participants will learn to apply emotional intelligence, handle difficult conversations, and achieve results under pressure.

Objectives

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

- Understand and apply principles of emotional intelligence in professional contexts.
- Recognize and manage personal and others’ emotions in high-pressure situations.
- Apply conflict management strategies to resolve disputes constructively.
- Develop negotiation skills to achieve mutually beneficial outcomes.
- Maintain composure and make informed decisions under stress.
- Communicate effectively in challenging or tense environments.
- Build stronger relationships and trust through empathy and active listening.
- Enhance resilience and adaptability in dynamic work settings.

Why Attend

Managing emotions, conflicts, and negotiations under pressure is critical for professional success. This course equips participants with practical strategies to remain calm, communicate clearly, and achieve results even in stressful and high-stakes situations.

Target Audience

This course is suitable for:

- Managers, Team Leaders, and Supervisors
- HR, Operations, and Project Professionals
- Sales, Negotiation, and Customer-Facing Staff
- Professionals in high-pressure or dynamic work environments
- Anyone seeking to improve emotional intelligence, conflict management, and negotiation skills

Individual Benefits

- Enhance self-awareness and emotional regulation under pressure.
- Improve conflict resolution and negotiation capabilities.
- Develop effective communication and problem-solving skills.
- Increase confidence and resilience in challenging situations.
- Strengthen professional credibility and influence in workplace interactions.
- Build the ability to maintain composure and achieve outcomes under stress.

Organizational Benefits

- Reduce workplace conflicts and improve team collaboration.
- Enhance negotiation outcomes with clients, partners, and stakeholders.
- Foster a culture of emotional intelligence, resilience, and adaptability.
- Improve decision-making and productivity under pressure.
- Strengthen leadership and professional effectiveness across teams.
- Support sustainable organizational performance during challenging situations.

Instructional Methodology

The course employs a practical, interactive approach through:

- Facilitator-led discussions on emotional intelligence, conflict management, and negotiation principles
- Case studies and real-world examples of high-pressure scenarios
- Role-playing exercises for conflict resolution and negotiation practice
- Workshops on stress management, decision-making, and communication strategies
- Group exercises for collaborative problem-solving under pressure
- Continuous feedback, Q&A, and reflective learning sessions

Course Outline

Module 1: Introduction to Success Under Pressure – Principles and Importance

Module 2: Emotional Intelligence – Self-Awareness, Self-Regulation, and Empathy

Module 3: Managing Emotions in High-Pressure Situations

Module 4: Conflict Management Strategies and Techniques

Module 5: Effective Negotiation Principles and Approaches

Module 6: Communication Skills for Stressful Environments

Module 7: Decision-Making Under Pressure

Module 8: Building Resilience, Adaptability, and Team Trust

Module 9: Case Studies of Success in High-Pressure Scenarios

Module 10: Capstone Project – Applying Emotional Intelligence, Conflict Management, and Negotiation in a Simulated High-Pressure Scenario

Certification

Upon successful completion, participants will receive a Certificate in Success Under Pressure – Emotional Intelligence, Conflict Management and Negotiations, recognizing their expertise in managing emotions, resolving conflicts, and achieving results under pressure.

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.

In-House / Customized Training

Interested in running this course for your team?

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