Management & leadership · ML97

Conflict Management and Negotiation at Organisations

Kuala Lumpur · 21 - 25 Dec 2026

Date	Venue	Duration
21 - 25 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**ML97**	**English**

Introduction

One characteristic that distinguishes highly effective people from others is their ability to think, plan, and act strategically when negotiating and managing conflict. Indeed, best practices in strategic management and leadership consistently identify highly effective negotiation and conflict resolution skills as critical for both personal and organisational high performance and success.

This hands-on course provides an insightful and illuminating strategic analysis of negotiation before delving into highly effective practical negotiation and conflict resolution strategies and tactics that drive successful outcomes.

Delegates will leave with a richer and deeper understanding of how they negotiate and manage conflict, as well as a significantly improved practical ability to control and add value through negotiation and conflict management processes in a variety of scenarios and contexts.

These skills not only have the potential to lead to significantly better deals and commercial agreements, but they also allow for better team management, more constructive interactions with customers, clients, and colleagues, and the ability to manage dealings with others even when they are difficult or aggressive negotiators.

This course will highlight on:

- Gain valuable insight into your natural negotiation and conflict management style
- Acquire a comprehensive understanding of negotiation and conflict management through a detailed analysis of the processes
- Learn to formulate an effective negotiation strategy in a range of contexts and scenarios
- Learn how to apply highly effective practical negotiation strategies and tactics in a range of situations
- Enhance your ability to deal with difficult people and add value through the negotiation and conflict management processes
- Build on your existing experience and skill to become highly effective negotiators and conflict

managers

Course Objectives of Conflict Management and Negotiation at Organisations

This course aims to develop and enhance the practical skills that will enable you to:

- Adapt your negotiation and conflict management skills building on your strengths and weaknesses
- Control the negotiation process more effectively by developing an in-depth understanding of the key elements of the process
- Improve your confidence to better deal with difficult negotiators and achieve collaborative value-adding results
- Expand your range of available negotiating strategies and tactics and your ability to use them effectively
- Plan easily and effectively for every negotiation using a highly effective strategic preparation template
- Mediate your disputes and negotiations and become a more skilled and effective negotiator and conflict manager

Course Methodology of Conflict Management and Negotiation at Organisations

This course is designed to be highly interactive, using a mix of case studies, role-play exercises, self-assessment questionnaires, presentations, and group discussion workshops.

It presents an opportunity for you to practice the skills taught using a variety of hands-on negotiation exercises that stress participation and that reinforce and build on the comprehensive course materials.

This methodology enables you to significantly improve your negotiation and conflict management skills and to have all your questions answered by the highly experienced negotiation specialist who leads the training course.

Organisational Impact of Conflict Management and Negotiation at Organisations

- Help builds organisational capacity to tackle negotiations and disputes in a collaborative and constructive manner
- Better advancement and attainment of core organisational interests through more effective and constructive interactions with stakeholders
- Improved management and leadership skills through enhanced ability to influence others and create a constructive and collaborative problem-solving environment
- Enhanced ability to influence and attain outcomes that meet or exceed organisational goals
- Develop confidence to manage difficult situations effectively to protect key organisational relationships whilst maximising negotiated outcomes

Personal Impact of Conflict Management and Negotiation at

Organisations

By the end of this course, you will have built upon previous experience to become a more confident and skilled negotiator and will be better equipped to deal with conflict in a more constructive and controlled way.

By the end of this course you will:

- Understand what differentiates skilled negotiators from less-skilled negotiators and apply this learning to yourself
- Have learned how to understand and build upon your personal negotiating strengths and manage your weaknesses
- Have the ability to exert greater control over the negotiation process
- Have enhanced your confidence to successfully engage in any negotiation or conflict situation
- Have the confidence to deal effectively with difficult people in a range of different scenarios
- Have enhanced vital leadership, management, and personal skills that will impact performance across all aspects of your professional life

Target Audience of Conflict Management and Negotiation at Organisations

This course will help both experience negotiators build on and develop their existing skills, as well as those less experienced who aim to progress in the future to more challenging roles.

This course will highly serve:

- Ambitious Professionals
- Management Teams
- Team Members
- Administrators and anyone who wish to enhance their negotiation skills and make negotiation a more rewarding and effective part of their job

Course Outlines of Conflict Management and Negotiation at Organisations

DAY 1

Breaking Down the Negotiation Process

- The Fundamental Requirements of Negotiation
- Power Dispersal and the Development of Negotiation Theory
- Causes of Organisational Conflict
- Conflict Escalation and Steps to Prevent It
- Managing Conflict – The Five Primary Strategies
- The Dichotomy of Negotiation – Competing and Cooperating
- Gaining Personal Insight - Negotiation Style Assessment
- Negotiation as a Mixed Motive Process

DAY 2

Implementing Practical Negotiation Strategies

- Effective Practical Negotiation Strategies
- Competitive Value Claiming Negotiation Strategies – Cutting the Pie
- BATNA, Reserve Point, Target Point
- Opening Offers, Anchors, Concessions
- Cooperative Value-Creating Negotiation Strategies – Baking a Bigger Pie
- Identify Interests, Information, Diagnostic Questions & Unbundling Issues
- Package Deals, Multiple Offers, and Post-settlement Settlements
- Categorising Negotiation Outcomes

DAY 3

Preparation Templates, Sources of Power & Key Meditation Techniques

- Preparation Template - Planning to Negotiate
- Internal & External Preparation, Synthesis, and Situation Assessment
- Identifying and Leveraging Negotiating Power
- Mediation in Context – Negotiation, Mediation, Arbitration and Litigation
- Mediation as a Facilitated Negotiation
- Practical Meditation Techniques to Resolve Disputes
- Dealing with Confrontational Negotiators

DAY 4

Communicating to Maximise Negotiation Effectiveness

- Communication Style – Packaging Information for Maximum Influence
- Active Listening Skills in Negotiation
- Communicating through Body Language
- Interpreting Body Language and Nonverbal Behaviour
- Communicating within Negotiation Teams
- Improving Negotiation Team Performance
- Ethics and Negotiation

DAY 5

International and Cross-Cultural Complexities

- What is culture and how does it affect negotiating norms?
- Hofstede’s Cultural Dimensions
- Advice for Cross-Cultural Negotiations
- Unique Features of International Agreements
- Building a Deal – What to Remember?
- Applying Learning to a Range of Organisational Situations
- Summary – Building a Better Negotiating Organisation

Register or ask about this course online

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