Training Course on Negotiation and Conflict Management in Organisations

Professional Development Training Course Outline

Category	Development	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s dynamic and diverse workplace environments, conflict is inevitable. Whether it's interpersonal tensions, strategic disagreements, or cultural misunderstandings, unresolved disputes can severely impact organizational performance, employee morale, and stakeholder trust. Training Course on Negotiation and Conflict Management in Organisations training course empowers professionals with essential strategies, communication techniques, and leadership tools to resolve conflicts constructively and achieve win-win outcomes. Through real-world case studies, practical simulations, and interactive learning, this program enhances decision-making, strengthens team collaboration, and fosters a culture of transparency and resilience.

As workplace relationships evolve and organizational structures become more complex, mastering negotiation and conflict resolution is no longer optional—it’s a leadership imperative. This course is tailored for managers, team leads, HR professionals, and future leaders who aim to develop high-impact skills in negotiation psychology, emotional intelligence, interest-based bargaining, and conflict transformation. With insights from behavioral science, legal frameworks, and organizational development, this program positions participants at the forefront of effective communication and strategic negotiation in the modern business landscape.

Programme Curriculum

Training Course on Negotiation and Conflict Management in Organisations

Introduction

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Course Objectives

1. Understand the fundamentals of conflict resolution frameworks in organizations.
2. Identify root causes of workplace conflict through conflict mapping techniques.
3. Master the stages and styles of negotiation dynamics.
4. Apply emotional intelligence to navigate complex interpersonal disputes.
5. Develop active listening and assertive communication skills.
6. Utilize interest-based negotiation to resolve differences amicably.
7. Handle high-stakes and cross-cultural negotiations with intercultural competence.
8. Formulate conflict management strategies tailored to team and leadership roles.
9. Use mediation and arbitration techniques effectively in organizational settings.
10. Assess conflict scenarios using decision-making tools and risk analysis.
11. Build resilient teams through trust-building and collaborative problem-solving.
12. Create and enforce policies for ethical conflict management practices.
13. Analyze real-life conflicts and negotiations via case-based learning and reflection.

Target Audience

1. Mid-level and senior managers
2. Team leaders and supervisors
3. Human Resources professionals
4. Organizational development consultants
5. Business executives and entrepreneurs
6. Nonprofit and government leaders
7. Legal and compliance officers
8. Graduate students in business or public administration

Course Duration: 10 days

Course Modules

Module 1: Introduction to Conflict Management

- Define organizational conflict and its types
- Understand causes and costs of unmanaged conflict
- Overview of conflict resolution styles
- Importance of early conflict identification
- Role of leadership in setting the tone
- **Case Study:** Managing team tension in a cross-functional project

Module 2: Conflict Analysis Tools and Techniques

- Conflict mapping and stakeholder analysis
- Five levels of organizational conflict
- Analyzing behavioral drivers
- Conflict escalation and de-escalation models
- Identifying hidden interests and motivations
- **Case Study:** Diagnosing conflict in a sales vs. marketing dispute

Module 3: Negotiation Fundamentals

- BATNA, WATNA, and ZOPA concepts
- Distributive vs. integrative negotiation
- Pre-negotiation planning framework
- Building rapport and trust
- Creating mutual value
- **Case Study:** Vendor negotiation scenario in procurement

Module 4: Emotional Intelligence in Conflict Resolution

- Understanding emotional triggers in conflict
- Applying self-awareness and self-regulation
- Managing team emotions
- Empathy and active listening
- Dealing with difficult personalities
- **Case Study:** Conflict resolution between a manager and employee

Module 5: Communication and Listening Skills

- Verbal and non-verbal cues
- Assertive vs. aggressive communication
- Using reflective listening
- Communication barriers and biases
- Negotiating with clarity and respect
- **Case Study:** Poor communication and conflict escalation in a remote team

Module 6: Interest-Based Negotiation

- Shifting from positions to interests
- Joint problem-solving methods
- Creating win-win solutions
- Separating people from problems
- Overcoming deadlocks
- **Case Study:** Labor-management contract negotiation

Module 7: Mediation Techniques in the Workplace

- Role and skills of a mediator
- Phases of mediation
- Confidentiality and neutrality principles
- Caucusing and joint sessions
- Closing and agreement writing
- **Case Study:** Mediation between two senior executives

Module 8: Conflict and Culture

- Cultural dimensions in negotiation
- High-context vs. low-context communication

- Stereotypes and cultural assumptions
- Adapting negotiation tactics culturally
- Conflict avoidance vs. confrontation
- **Case Study:** Cross-cultural team conflict resolution

Module 9: Managing Organizational Change and Resistance

- Conflict during change initiatives
- Psychological contract breaches
- Communicating change effectively
- Aligning stakeholders
- Handling resistance proactively
- **Case Study:** Conflict management during a company merger

Module 10: Team Dynamics and Conflict Prevention

- Identifying team dysfunctions
- Building a collaborative culture
- Conflict prevention strategies
- Role clarity and expectation setting
- Feedback and accountability systems
- **Case Study:** Managing a conflict-prone project team

Module 11: Leadership in Negotiation

- Leadership styles in conflict management
- Ethical leadership and fairness
- Strategic influence techniques
- Negotiating under pressure
- Balancing power dynamics
- **Case Study:** Executive-level negotiation for a partnership deal

Module 12: Legal and Ethical Dimensions

- Legal frameworks in workplace conflict
- Organizational grievance policies
- Harassment and discrimination handling
- Ethical decision-making models
- Compliance and due process
- **Case Study:** Ethical dilemma in whistleblower conflict

Module 13: Conflict Resolution in Virtual Teams

- Challenges in remote work communication
- Tools for virtual conflict management
- Virtual mediation practices
- Encouraging transparency online
- Managing misinterpretations
- **Case Study:** Distributed team conflict over project deliverables

Module 14: Designing Conflict Management Systems

- Systematic conflict management design
- Integrating feedback and reporting
- Conflict resolution training for staff
- Policy and procedure development

- Metrics for measuring effectiveness
- **Case Study:** Implementing a conflict resolution system in HR

Module 15: Final Capstone Simulation and Review

- Role-play complex negotiation
- Debriefing and reflection
- Peer-to-peer feedback
- Lessons learned and growth areas
- Creating a personal conflict management action plan
- **Case Study:** Simulation: CEO vs. Union in crisis negotiation

Training Methodology

- Interactive lectures and expert-led discussions
- Real-life case studies and role plays
- Simulation-based negotiation scenarios
- Group problem-solving workshops
- Personalized feedback and action plans

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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