

CONFLICT RESOLUTION & NEGOTIATION SKILLS



GENTEX[®]
TRAINING CENTER



Introduction

Effective conflict resolution and negotiation skills separate strong leaders from average ones. Disagreements arise in every workplace, and how professionals handle them determines team morale, productivity, and business outcomes. This Conflict Resolution & Negotiation Skills Training Course equips participants with proven techniques to manage disputes, negotiate win-win outcomes, and build lasting professional relationships. Gentex Training Center designed this program to help managers, team leaders, and professionals across industries approach difficult conversations with confidence and clarity. Through practical exercises and real-world scenarios, participants learn to identify conflict sources, apply structured negotiation frameworks, and reach agreements that satisfy all parties. This course blends psychological insight with actionable strategies for immediate workplace application.

Conflict Resolution & Negotiation Skills Course Objectives

- Identify the root causes and stages of workplace conflict
- Apply the Thomas-Kilmann Conflict Mode Instrument to select appropriate resolution styles
- Master principled negotiation techniques based on the Harvard Negotiation Project
- Distinguish between positions and underlying interests during disputes
- Develop active listening and emotional intelligence skills for tense discussions
- Use BATNA (Best Alternative to a Negotiated Agreement) analysis to strengthen negotiating positions
- Design win-win agreements using interest-based bargaining methods
- Manage difficult personalities and de-escalate high-tension situations
- Apply mediation techniques to resolve team and interdepartmental disputes
- Build long-term professional relationships through trust-based negotiation



Course Methodology

- Interactive workshops combining theory with hands-on negotiation simulations
- Role-play exercises based on real workplace conflict scenarios
- Case study analysis using established negotiation frameworks
- Group discussions exploring diverse conflict resolution styles
- Practical tools, including negotiation planning templates and conflict diagnostic checklists
- Personalized feedback sessions to refine individual negotiation techniques
- Video-based analysis of negotiation behavior and communication patterns

Who Should Take This Course

- Team leaders and department managers
- Human resources professionals handling employee disputes
- Project managers coordinating cross-functional teams
- Sales and procurement professionals negotiating contracts
- Customer service supervisors managing client complaints
- Executives seeking to strengthen organizational negotiation capacity

Conflict Resolution & Negotiation Skills Course Outlines

Day 1: Foundations of Conflict Resolution

- Define conflict types and common workplace triggers
- Explore the five conflict-handling modes: competing, collaborating, compromising, avoiding, accommodating
- Assess personal conflict-handling style through self-evaluation tools

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- Distinguish between constructive and destructive conflict
- Examine the cost of unresolved conflict on team performance
- Introduce the conflict resolution cycle
- Practice conflict identification through case studies

Day 2: Communication and Emotional Intelligence

- Apply active listening techniques during disputes
- Use empathy mapping to understand opposing viewpoints
- Manage emotional triggers using self-regulation strategies
- Practice nonverbal communication awareness in tense discussions
- Apply the DESC scripting model for assertive communication
- Explore cultural differences in conflict communication
- Conduct role-play exercises on difficult conversations

Day 3: Principled Negotiation Fundamentals

- Study the Harvard Negotiation Project's principled negotiation model
- Separate people from the problem in disputes
- Focus on interests rather than fixed positions
- Generate options for mutual gain
- Apply objective criteria to evaluate agreements
- Calculate BATNA and reservation points before negotiations
- Practice negotiation planning using structured templates

Day 4: Advanced Negotiation Strategies

- Apply anchoring and framing techniques in negotiations



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- Manage multi-party and team-based negotiations
- Handle deadlock and impasse situations effectively
- Use concession strategies to maintain negotiation momentum
- Recognize and counter manipulative negotiation tactics
- Practice cross-cultural negotiation scenarios
- Conduct simulated high-stakes negotiation exercises

Day 5: Mediation and Practical Application

- Apply mediation techniques to resolve interdepartmental disputes
- Design a personal conflict resolution action plan
- Practice facilitating group negotiations
- Review real workplace case studies
- Evaluate outcomes using post-negotiation assessment tools
- Develop follow-up strategies to sustain agreements
- Conduct a final negotiation simulation with peer feedback

Conclusion

By successfully completing the Conflict Resolution & Negotiation Skills Training Course, participants will have acquired practical tools to manage disputes, apply principled negotiation techniques, and build stronger professional relationships. They will gain confidence in handling difficult conversations, resolving conflicts constructively, and negotiating agreements that benefit all parties. Gentex Training Center remains committed to equipping professionals with skills that translate directly into improved workplace collaboration and long-term career growth.





FAQs

Q1 What is the "Conflict Resolution & Negotiation Skills" course about?

This course teaches professionals how to identify conflict sources, apply structured negotiation frameworks, and reach mutually beneficial agreements. It combines conflict resolution theory with practical negotiation techniques, helping participants manage workplace disputes and negotiate effectively across various professional situations.

Q2 What are the key benefits of the "Conflict Resolution & Negotiation Skills" course?

Participants gain improved communication skills, stronger emotional intelligence, and the ability to reach win-win agreements. The course reduces workplace tension, strengthens team collaboration, and equips professionals with negotiation strategies that improve both personal effectiveness and organizational outcomes.

Q3 What skills will I gain from the "Conflict Resolution & Negotiation Skills" course?

Participants develop active listening, principled negotiation, emotional regulation, and mediation skills. These four core competencies help professionals manage disputes constructively, negotiate favorable outcomes, and build trust-based relationships within diverse workplace environments.



Q4 What tools, methods, or standards are covered in the "Conflict Resolution & Negotiation Skills" course?

The course covers the Thomas-Kilmann Conflict Mode Instrument, the Harvard Negotiation Project's principled negotiation model, BATNA analysis, and interest-based bargaining. Participants also use negotiation planning templates and conflict diagnostic checklists throughout the training.

Q5 How is the "Conflict Resolution & Negotiation Skills" course applied in real-world practice?

Participants apply negotiation frameworks during contract discussions, employee disputes, and cross-departmental disagreements. The skills support daily interactions with clients, colleagues, and stakeholders, helping professionals resolve conflicts efficiently while maintaining strong working relationships.