

NEGOTIATION AND CONFLICT MANAGEMENT IN ORGANISATIONS



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TRAINING CENTER



Introduction

Every organization runs on agreements: between departments over resources, between managers and staff over workloads, between the company and its suppliers over terms. When those agreements are negotiated poorly or conflict is left unmanaged, the result is lost time, damaged relationships, and decisions that nobody fully supports. This Negotiation and Conflict Management in Organisations Training Course builds both capabilities together. Learners study interest-based negotiation, the Harvard Principled Negotiation method, and the ThomasKilmann conflict modes, then apply them to real organizational disputes. Furthermore, the course covers mediation, escalation, and agreement documentation. As a result, participants reach better deals and resolve disputes before they harden.

Negotiation and Conflict Management in Organisations Course Objectives

- Prepare negotiations using the Harvard Principled Negotiation framework.
- Identify interests behind positions and separate people from the problem.
- Determine BATNA, WATNA, and reservation points before entering talks.
- Generate options for mutual gain with objective criteria and fair standards.
- Select the right response from the ThomasKilmann five conflict modes.
- Diagnose conflict sources with the Conflict Process model.
- Communicate under tension using active listening and neutral language.
- Apply Non-Violent Communication to reduce defensive reactions.
- Mediate disputes between colleagues with a structured three-stage process.
- Document agreements with commitments, owners, and review dates.



Course Methodology

This course combines short lectures with intensive negotiation simulation and role-play. Participants negotiate live scenarios drawn from their own workplaces and receive structured feedback from trainers and peers. Trainers use case studies, recorded practice, and coached debriefs. Group discussion examines what shifted the outcome in each round. In addition, participants complete a personal conflict style profile and a negotiation preparation toolkit.

Who Should Take This Course

- Managers and team leaders negotiating resources and priorities
- Human resources and employee relations professionals
- Project managers working across conflicting functions
- Procurement and contracts staff negotiating with suppliers
- Sales and account managers closing agreements
- Union representatives and works council members
- Anyone who must reach agreement with difficult counterparts

Negotiation and Conflict Management in Organisations Course Outlines

Day 1: Foundations of Negotiation

- Distributive versus integrative negotiation
- The Harvard Principled Negotiation framework
- Positions versus interests: why the distinction matters
- Separating people from the problem

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- BATNA, WATNA, and reservation points
- Objective criteria and fair standards
- Personal negotiation style assessment

Day 2: Negotiation Practice and Tactics

- Preparing a negotiation plan and opening position
- Anchoring, framing, and concession strategy
- Creating options for mutual gain
- Handling hardball tactics and pressure moves
- Managing cross-cultural negotiation differences
- Ethical boundaries in negotiation
- Negotiation simulation with structured debrief

Day 3: Understanding Organisational Conflict

- Sources of conflict: resources, roles, values, and perception
- The Conflict Process model and stages of escalation
- Task conflict versus relationship conflict
- The ThomasKilmann five conflict modes applied
- Choosing between competing, collaborating, compromising, avoiding, accommodating
- Personal conflict style and its consequences
- Conflict diagnosis workshop

Day 4: Communication and Mediation

- Active listening, paraphrasing, and reframing
- Non-Violent Communication: observation, feeling, need, request



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- De-escalation language and emotional control
- The three-stage mediation structure: opening, exploration, agreement
- Private caucus technique and confidentiality
- Managing power imbalance and bad-faith behaviour
- Mediation practice with direct coaching

Day 5: Agreements, Escalation, and Culture

- Drafting agreements with commitments, owners, and dates
- Follow-up reviews and monitoring arrangements
- Deciding when to escalate and how to do it
- Building a conflict-competent team culture
- Coaching colleagues in negotiation and conflict skills
- Personal toolkit and referral pathways
- 30-day action plan and final assessment

Conclusion

By successfully completing Negotiation and Conflict Management in Organisations, participants will gain a practical understanding of how to prepare and conduct negotiations that produce durable agreements, and how to manage disputes before they damage performance. They will be able to identify interests, choose the right conflict response, mediate between colleagues, and document outcomes that both sides honour. In addition, they will know when escalation is the correct move. Gentex Training Center designed this course so that learners return to work ready to negotiate and resolve conflict with confidence.





FAQs

Q1 What is the "Negotiation and Conflict Management in Organisations" course about?

It combines two connected organisational skills: negotiating agreements that hold, and managing disputes before they escalate. Participants study interest-based negotiation, conflict diagnosis, mediation structure, de-escalation communication, and agreement documentation.

Q2 What are the key benefits of the "Negotiation and Conflict Management in Organisations" course?

Participants secure better terms with less friction, settle disputes before they reach formal channels, and preserve working relationships that future work depends on. They also reduce escalation costs and gain confidence in high-pressure conversations with difficult counterparts.

Q3 What skills will I gain from the "Negotiation and Conflict Management in Organisations" course?

You will gain negotiation preparation and strategy, interest-based bargaining, conflict diagnosis and mode selection, and mediation and agreement documentation. These four skills combine to turn disagreement into workable, durable outcomes.



Q4 What tools, methods, or standards are covered in the "Negotiation and Conflict Management in Organisations" course?

The course covers the Harvard Principled Negotiation framework, BATNA and WATNA analysis, objective criteria standards, the ThomasKilmann five conflict modes, the Conflict Process model, the three-stage mediation structure, and Non-Violent Communication.

Q5 How is the "Negotiation and Conflict Management in Organisations" course applied in real-world practice?

Professionals apply it in budget and resource discussions, supplier and contract negotiation, performance conversations, cross-department disputes, and grievance handling. The methods transfer to any situation where two parties must agree and keep working together afterwards.