

# NEGOTIATION AND CONFLICT RESOLUTION



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TRAINING CENTER



## Introduction

Disagreement is unavoidable, but its outcome is not. Two parties can leave a difficult conversation with a workable agreement, or with a damaged relationship and an unresolved problem. This Negotiation and Conflict Resolution Training Course teaches the difference between those results. Learners study interest-based negotiation, the Harvard Principled Negotiation method, and structured conflict resolution techniques. Furthermore, the course covers emotional control, communication under pressure, and mediated agreements that hold over time. As a result, participants negotiate with confidence and settle disputes constructively, protecting both outcomes and relationships.

## Negotiation and Conflict Resolution Course Objectives

- Prepare negotiations using the Harvard Principled Negotiation framework.
- Distinguish positions from interests and separate people from the problem.
- Determine BATNA, WATNA, and reservation points before talks begin.
- Generate options for mutual gain with objective criteria and fair standards.
- Apply the ThomasKilmann five conflict modes to different situations.
- Diagnose conflict sources with the Conflict Process model.
- Communicate under pressure using active listening and neutral language.
- Apply Non-Violent Communication to reduce defensive reactions.
- Mediate disputes with a structured three-stage resolution process.
- Document agreements with clear commitments and follow-up dates.



## Course Methodology

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

## Who Should Take This Course

- Managers and team leaders negotiating priorities and resources
- Sales and account managers closing commercial agreements
- Procurement and contracts staff dealing with suppliers
- Human resources and employee relations professionals
- Project managers working across conflicting functions
- Consultants and advisors handling client disputes
- Anyone who needs to reach agreement with difficult counterparts

## Negotiation and Conflict Resolution 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
- BATNA, WATNA, and reservation points

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- Objective criteria and fair standards
- Personal negotiation style assessment

## Day 2: Negotiation Practice and Tactics

- Building 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 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 among 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
- De-escalation language and emotional control



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- The three-stage resolution 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 Sustainability

- Drafting agreements with commitments, owners, and dates
- Follow-up reviews and monitoring arrangements
- Deciding when to escalate and how to do it well
- Rebuilding trust after a serious breakdown
- Building a conflict-competent team culture
- Personal toolkit and 30-day action plan
- Final negotiation assessment

## Conclusion

By successfully completing Negotiation and Conflict Resolution, participants will gain a practical understanding of how to prepare for negotiation and reach agreements that last, and how to resolve disputes before they damage performance or relationships. They will be able to identify interests, choose the right conflict response, communicate under pressure, and document outcomes both sides honour. In addition, they will know when escalation is genuinely the right 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 Resolution" course about?

It covers how to reach agreements that hold and how to settle disputes constructively. Participants study interest-based negotiation, conflict diagnosis, mediation structure, de-escalation communication, and agreement documentation through repeated practice.

## Q2 What are the key benefits of the "Negotiation and Conflict Resolution" course?

Participants secure better outcomes with less friction, resolve disputes before they escalate, and preserve relationships that future work depends on. They also handle hostile or high-pressure conversations more calmly and reduce the cost that unresolved conflict places on teams.

## Q3 What skills will I gain from the "Negotiation and Conflict Resolution" course?

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

## Q4 What tools, methods, or standards are covered in the "Negotiation and Conflict Resolution" 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 resolution structure, and Non-Violent Communication.



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

Professionals apply it in commercial deals, supplier discussions, salary and resource conversations, client disputes, and internal disagreements between departments. The methods transfer to any situation where two parties must agree and continue working together afterwards.