Training Course on Negotiation and Dispute Resolution

Professional Development Training Course Outline

Category	General Training	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic and often complex business landscape, the ability to navigate negotiations effectively and resolve disputes constructively stands as a cornerstone of individual and organizational success. This intensive **Negotiating & Dispute Resolution** training course equips participants with the essential **negotiation strategies**, **conflict management techniques**, and **communication skills** required to achieve favorable outcomes and foster positive working relationships. Through a blend of theoretical frameworks and practical application, attendees will develop a deep understanding of the **negotiation process**, learn to identify and leverage their **bargaining power**, and master various **dispute resolution methods**. This program is meticulously designed to enhance participants' ability to reach **mutually beneficial agreements**, mitigate potential conflicts, and cultivate a collaborative environment, ultimately driving organizational growth and minimizing losses associated with unresolved disagreements.

This highly interactive and engaging training program focuses on building practical competencies in **negotiation skills**, **mediation techniques**, and **conflict resolution**. Participants will explore diverse **negotiation styles**, learn to analyze counterpart interests, and develop effective **persuasion strategies**. The course delves into the intricacies of **dispute analysis**, equipping individuals with the tools to identify root causes and implement appropriate **resolution strategies**. By mastering techniques such as **active listening**, **empathy building**, and **strategic questioning**, participants will become adept at facilitating constructive dialogue and achieving sustainable resolutions. This training is an invaluable investment for individuals and organizations seeking to enhance their capacity for effective negotiation and peaceful dispute resolution, leading to improved efficiency, stronger relationships, and a more harmonious workplace.

Programme Curriculum

Training Course on Negotiation and Dispute Resolution

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Course Duration

5 days

Course Objectives

1. Learn and apply diverse **negotiation tactics** for achieving optimal outcomes in various scenarios.
2. Enhance **active listening**, **verbal communication**, and **non-verbal cues** for successful negotiation.
3. Analyze the **root causes of conflict** and identify different **conflict styles**.
4. Learn ethical and effective **persuasion strategies** to influence negotiation outcomes.
5. strong **interpersonal relationships** and establish **trust** in negotiation settings.
6. Develop comprehensive **negotiation plans** with clear objectives and fallback positions.
7. Recognize and leverage different sources of **bargaining power** to gain advantage.
8. Understand and apply various **dispute resolution techniques**, including mediation and arbitration.
9. Learn to guide conversations towards **mutually acceptable solutions** in conflict situations.
10. Develop awareness and sensitivity to **cultural differences** in negotiation and dispute resolution.
11. Learn effective strategies for overcoming **negotiation deadlocks** and finding creative solutions.
12. Understand the key elements of **legally sound and comprehensive agreements**.
13. Adhere to **ethical principles** and maintain integrity throughout the negotiation process.

Organizational Benefits

- **Improved Negotiation Outcomes:** Achieve more favorable deals and agreements, leading to increased profitability and efficiency.

- **Reduced Conflict and Litigation Costs:** Proactively address and resolve disputes, minimizing expensive legal battles and wasted resources.
- **Enhanced Team Collaboration:** Foster a more collaborative and harmonious work environment through effective conflict management.
- **Stronger Client and Partner Relationships:** Build trust and long-term relationships through transparent and mutually beneficial negotiations.
- **Increased Employee Morale and Productivity:** Equip employees with the skills to handle disagreements constructively, reducing stress and boosting productivity.

Target Participants

1. Sales and Business Development Professionals
2. Project Managers
3. Human Resources Managers.
4. Procurement and Supply Chain Specialists
5. Legal and Compliance Officers
6. Team Leaders and Managers
7. Customer Relationship Managers.
8. Entrepreneurs and Business Owners.

Course Outline

Module 1: Foundations of Negotiation

- Understanding the **negotiation process** and its key stages.
- Identifying different **negotiation styles** and their impact.
- Exploring the principles of **distributive and integrative negotiation**.
- Setting clear **negotiation objectives** and defining your Best Alternative to a Negotiated Agreement (**BATNA**).
- Developing a framework for **pre-negotiation planning** and research.

Module 2: Effective Communication and Interpersonal Skills

- Mastering **active listening techniques** for understanding counterpart interests.
- Utilizing **clear and concise verbal communication** in negotiation.
- Interpreting and leveraging **non-verbal cues** to gain insights.
- Developing **empathy and rapport-building skills** for stronger connections.
- Employing **strategic questioning techniques** to uncover information.

Module 3: Negotiation Strategies and Tactics

- Exploring a range of **opening offers and anchoring techniques**.
- Understanding and applying various **concession strategies**.
- Identifying and leveraging different sources of **bargaining power**.
- Developing effective responses to **common negotiation tactics**.
- Learning to navigate **deadlocks and impasses** creatively.

Module 4: Understanding and Managing Conflict

- Analyzing the **nature and sources of conflict** in organizational settings.
- Identifying different **conflict resolution styles** and their effectiveness.
- Learning to **assess and diagnose conflict situations**.
- Developing strategies for **preventing and de-escalating conflicts**.

- Understanding the role of **emotions in conflict** and how to manage them.

Module 5: Dispute Resolution Techniques

- Exploring the principles and processes of **mediation**.
- Understanding the role of a **neutral third party** in dispute resolution.
- Learning key **mediation skills and techniques**.
- Differentiating between **mediation and arbitration**.
- Exploring other alternative **dispute resolution (ADR) methods**.

Module 6: Negotiation in Specific Contexts

- Adapting negotiation strategies for **different cultural contexts**.
- Navigating **team-based negotiations** effectively.
- Understanding the nuances of **online and virtual negotiations**.
- Negotiating **internal agreements and collaborations**.
- Addressing ethical considerations in various negotiation scenarios.

Module 7: Drafting and Implementing Agreements

- Understanding the key elements of a **legally sound agreement**.
- Developing skills in **clear and concise agreement drafting**.
- Identifying potential **ambiguities and loopholes** in agreements.
- Establishing processes for **agreement implementation and monitoring**.
- Understanding the importance of **documentation and record-keeping**.

Module 8: Advanced Negotiation and Dispute Resolution Skills

- Developing strategies for **complex and multi-party negotiations**.
- Mastering techniques for **building long-term collaborative relationships**.
- Applying principles of **interest-based negotiation** for win-win outcomes.
- Developing skills in **strategic influence and persuasion**.
- Continuously improving negotiation and dispute resolution **competencies**.

Training Methodology

This training program will employ a highly interactive and experiential learning approach, incorporating:

- **Interactive Lectures and Discussions:** Facilitating understanding of key concepts and principles.
- **Case Studies and Real-World Examples:** Applying learned concepts to practical scenarios.
- **Role-Playing Exercises:** Providing hands-on practice in negotiation and dispute resolution.
- **Group Activities and Simulations:** Encouraging collaboration and problem-solving.
- **Individual Feedback and Coaching:** Providing personalized guidance for skill development.

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
16 Nov 2026	20 Nov 2026	Online	$1,000
16 Nov 2026	20 Nov 2026	Physical	$1,500
16 Nov 2026	20 Nov 2026	Physical	$3,000
16 Nov 2026	20 Nov 2026	Physical	$3,000
16 Nov 2026	20 Nov 2026	Physical	$6,000
16 Nov 2026	20 Nov 2026	Physical	$4,500
16 Nov 2026	20 Nov 2026	Physical	$6,000
16 Nov 2026	20 Nov 2026	Physical	$6,000

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

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