

# 2 - Day, Conflict Management and Negotiation Skills Workshop

## Workshop Brief Overview:

***Conflict Resolution & Negotiation: Engage, Explore, Evolve & Execute Styles, Behaviours & Skills!***

Management Roles and Positions across the organization pave way to realize the competitive advantage as they are the ones who constantly and tirelessly work towards putting the strategy into action to finish the defined goals. Effective management and leadership are critical to the success of all organizations...

The costs of poor management and leadership decisions are manifested in low quality work output; added stress; increased absenteeism; and additional stress contributing to work-life imbalance. As Competent Management Level Executives, we want you to address these potential issues to improve productivity of your teams. Like across at the world's most successful organizations, we welcome you to step outside your organization for a while to acquire fresh ideas and new thought processes from this workshop exclusively designed for you...

Gaining Mastery in Conflict Management and Negotiation Skills empower every individual manager to effectively plot a route to overcome the day-to-day hurdles in the job related roles and responsibilities. Excellence in these skills will enable managers to execute the defined expectations and realize the key result areas based output and outcomes in alignment with the organization level strategy.

This Conflict Management and Negotiation Skills Workshop enables the Managerial Executives to develop an effective personal and professional leadership style to take on the conflicts arising in the job environment with tactful negotiation...Explore Best Practices, Lessons Learnt, Tips, Tricks and Traps from what other top enterprises around the world are doing to nurture Management and Leadership that results from effective conflict resolution and dealing negotiations with a knack!

## Workshop Objective

This 3Days Workshop provides participants with the competence and confidence to make righter solutions out of work and professional conflicts. This workshop enables participants to make the right management decisions and exhibit vibrant leadership behaviours that are consistent with a knack for deploying right negotiation skills and manage conflicts effectively.

The workshop briefs participants on completing situational conflict management and assessment with a right way for negotiation; the importance of interdependence to transform any conflict situation; the role that competency and attitude

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plays to negotiate. Competency-based improvement of performance skills to enhance management effectiveness and leadership behaviours are based on the premise that past performance is the best indicator of future performance in a similar environment!

The objective of this workshop is to develop and improve the managerial techniques and traverse to exhibit leadership skills of participants to ensure future decisions result in the right decisions to effectively put organization strategies into action. This workshop nurtures development of the Right Performance Skills of Managers!

## Who should attend?

- General Management Team (Departmental / Functional / Technical / Project Managers)
- Human Resources, Quality, Learning (Education & Training) Management Team
- PMO (Project Management Office) Personnel & Corporate Program Management Team

## Workshop Content Outline

- 1. Get The Best Out Of TEAM! – Establish a ‘Together Everyone Achieves More’ Culture with Your Team – Manage Your Team Conflicts – Understanding Culture and Team Dynamics for Effective Conflict Management and Negotiation – Form, Storm, Norm & Perform!**
  - Clinching the Deal @It’s best! – Planning, Preparing, Negotiating& Conflict Handling For Team Success
  - Effective Conflict Management During Negotiations – Listening Skills & Conflict – Handling Hot Buttons
  - Taking Cues From Body Language During Negotiations – Enable Your Inner Voice To Give Cues!
  - Constructive Vs Destructive Conflict – Sources of Conflict – The Do’s and Don’ts in Negotiations – Probing Skills – Objection Handling Techniques
- 2. Optimize Your Team For Right Output & Surge Ahead By Effective Conflict Management& Negotiation Skills – Manage For Results& Outcomes!**
  - Deal With Conflict Emerging From Difficult Employees – Don’t De-Link Employees – Tactics To Deal Tough Employees Throwing Attitude and/or Subject Matter – Competency – Learn To Negotiate With Under & Over Achievers
  - Conflict Management – Symptoms of Team Conflict – Types Of Project Conflict: Intra Personal – Inter Personal – Intra Group – Inter Group (Department) – Intra Organizational – Inter Organizational – Case Study / Scenarios – Understanding Root Causes of Team Conflict

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- Deal With Conflict (My Way – No Way – Your Way – Half Way – Our Way – Our Way) – Collaboration Vs Confrontation – Addressing Team Conflict (Problem Definition – Data Gathering – Data Analysis – Choosing Best Solutions – Implement Solution – Refine Solutions Continuously)
- Deal With Conflict Quickly & Effectively – Best Practices From Rest Of The World!

### **3. Thomas-Kilmann Conflict Mode Instrument**

- Discover Your Conflict Profile
- Seek Positive Outcomes Through Best Conflict Handling Techniques: Competing – Collaborating – Compromising – Avoiding – Accommodating
- Address Two Basic Behavior Dimensions By Thomas-Kilmann Conflict Model
- Effective Anger Management Technique during Conflict Management & Negotiation – HEAT (Hear – Empathize – Ask – Take) Technique!

### **4. MODI – Management Of Differences Inventory**

- Conflict Management Self Assessment & MODI
- Approaches To Managing Disagreement Between People Or Groups: Maintain – Smooth – Dominate – Decide By Rule – Coexist – Bargain – Yield – Release – Collaborate
- Guiding Principle & Strategic Approaches To Deal With Disagreement: Explore – Plan – Prepare – Implement!

## Workshop Takeaways & Learning Outcomes

- Experience Hands-On and Hands-Off Management / Leadership Nuances, Conflict Management Styles & Negotiation Behaviors
- Evangelize to Execute Management Strategy Via Conflict Resolution & Knack For Negotiation
- Gain Practitioner Insights To Business – People – Process – Culture Perspectives Of Leading & Managing Conflict Contexts And Office / Customer Situations For Success
- Achieve Organization Excellence & Excel in Creativity, Innovation And Transformation!

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## Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
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