

# BUSINESS NEGOTIATION & CONFLICT RESOLUTION TECHNIQUES



International School  
*Of* Management

— UNLOCKING KNOWLEDGE —

# INTRODUCTION



Every desire that demands satisfaction and every need to be met, are both somewhat potentially an occasion for negotiation or resolution of conflicting interests. Furthermore, whenever people exchange ideas or collaborate with the intention of adding value, exchanging initiatives, changing relationships, whenever they confer for agreement, they are negotiating and conflicts are unavoidable.

Ultimately therefore; in a successful negotiation or pursuit of resolving conflicts, everyone is a winner because the objective should be an agreement, not victory.

Negotiation is an integral part of creating value for an organization and all stakeholders negotiate at different times in the life of every business. Each person wants to be successful that depends on their skills as a negotiator—regardless of whether they are seeking project resources, deciding on a new hire's salary, resolving an issue or inking a high-stakes deal for their company.

Delegates registered on this programme will gain insight into the habits of dealmakers as they build their own skills while also learning critical techniques. Through group exercises, delegates will learn how to execute proven tactics, refine their personal negotiating style and improve their ability to bargain successfully and ethically in any situation. As the learning progresses, they will gain new appreciation of how negotiating skills can help them overcome a wide range of challenges—planned, unplanned, conflicting or not, minor or major, deals at work and beyond.

A conflicting situation or point of negotiation is one in which there are opposing interests or when what one wants is not exactly what the other person wants and where both sides prefer to search for solutions, rather than giving in or breaking-off contact. Only very few people enjoy dealing with conflicts—either with bosses, peers, subordinates, friends, or strangers. This is particularly true when the conflict becomes hostile and when strong feelings become involved.

Resolving conflict, whether due to negotiation or not, can be mentally exhausting and emotionally draining. But it is important to realize that conflict that requires resolution is neither good nor bad. There can be positive and negative outcomes as would be demonstrated on this course. It can be destructive but can also play a productive role for individuals personally and for different relationships—both personal and professional.

The important point and the highlight of this course is for delegate to appreciate the invaluable benefits of allowing conflicts and managing them skilfully; not to suppress conflicts and not to let them escalate out of control. Many people including trained professionals seek to avoid conflict when it arises but there are many times when they should use conflict as a critical aspect of work to encourage diversity of thoughts and enhance motivation to improve relationships and gain greater trusts amongst critical stakeholders

# LEARNING OUTCOMES



At the end of this course delegates should be able to:

- Increase their self-awareness: recognise how we can all be subject to biases and cognitive errors, and develop ways of neutralising them
- Learn how to research and plan to achieve a successful negotiation, even when you have no control over the other party or parties
- Identify causes and sources of disagreement with clear and specific interests
- Achieve clearer understanding and maintain mutual objectives at different points in the process
- Recognise potential problems and detail their undesirable implications
- Determine the intention and interests (spoken or unspoken) of all parties
- Pursue better results in both formal and informal negotiations
- Persuade parties involved of the need for common interest and joint efforts in pursuit thereof
- Build confidence in their individual bargaining power and abilities
- Improve negotiations by managing their emotions and influencing others and build positive, productive relationships with all parties at the table
- Create value and “enlarge the pie” to produce win-win outcomes
- Develop ways of reframing issues so that everyone can be heard and feel that they have contributed positively to the decision
- Learn to negotiate in person, in writing, via telephone or over Video Telephony - Zoom or MS Teams depending on different circumstances.
- Gain practical experience of a wide variety of types of negotiation

# COURSE OUTLINE

This course learning is based on the following eight (8) modules:

- Module 1: Understanding Negotiation & business Importance
- Module 2: Negotiation Strategies and Biases
- Module 3: Processes and Phases of Negotiation
- Module 4: Managing Different Types of Business Negotiations
- Module 5: Identifying Conflicts and their signals
- Module 6: Types of Conflicts and Management Techniques
- Module 7: Conflict Resolution & Learnings
- Module 8: Cross-Cultural & International Negotiation & Conflicts

# DURATION & TUITION\*

**Duration :** 3 days

**Registration :** N15, 000 (non-refundable)

**Tuition :** N250, 000 only

## **FOR FURTHER ENQUIRIES, PLEASE CONTACT:**

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## **PLEASE MAKE CHEQUE AVAILABLE TO INTERNATIONAL SCHOOL OF MANAGEMENT**

