

# Business Performance Group

---

## Negotiation and Conflict Resolution-2 days

### Overview

Negotiation and conflict resolution are integral parts of daily life and working with people. Project managers need the skill to handle people problems before they affect performance, whether the problems are within the team or with clients, customers, or stakeholders. This course covers the foundations of negotiation, negotiation strategy including planning and framing, how to recognize and prepare for the phases of a negotiation, and how cultural differences are increasingly playing a role in the globalize economy. Another aspect of working with people is how to deal with the inevitable conflicts that may arise. Project managers are called upon to resolve conflicts not only within their teams but also with clients, customers, and other stakeholders. This course will also cover argumentation, constructive and destructive conflict, conflict resolution styles, and various approaches to conflict resolution.

### Special Features

This course uses hands-on tutorial, an audiovisual case study, and lecture. Participants learn how to recognize the traits of effective negotiators and learn how to better improve their own negotiation and conflict resolution skills. A standard mythology for preparing for negotiation is presented.

### Topic Highlights

Topics covered include:

- Pitfalls of Negotiation as an Event
- Overview of Rational Negotiation Process
- Negotiating: Strategizing, Framing and Planning
- An Integrated Four-Step Process
- Distributed Negotiations
- Integrative Negotiations
- Perception, Cognition, and Communication
- Finding and using Negotiation Leverage
- Ethics in Negotiation
- Global Negotiations
- Managing Difficult Negotiations
- Negotiation mistakes
- Making effective arguments
- Conflict and Cohesion in Groups
- Functions and Dysfunctions of Conflict
- Approaches to Conflict Management

### Audience

Managers and mid-level professionals who are faced with increasing pressures to improve

---

**Delivering Business Results....**

## ***Business Performance Group***

---

organizational performance should take this course. This course is also intended for individuals are program directors or above and who have responsibility for improving the effectiveness of their organizations. Course participants should have project management experience and understand project management processes and techniques.

Participants should take Essentials of Project Management before taking this course.

### **Instructors**

Course instructors each have over twenty years of global project management and operations management experience. The market sector experience of our instructors includes: information technology, defense, education, banking and finance, energy, and environment. Instructors have held senior positions as corporate officers and managers in the federal sector. In addition, the instructors have extensively developed and implemented international training programs using various learning media.

***Delivering Business Results....***

---

562 Lakeland Plaza, # 107, Cumming, VA, **Voice** 770-889-5514  
**email:** [jhoover@bp-group.net](mailto:jhoover@bp-group.net), **web site:** [www.bp-group.net](http://www.bp-group.net)