



## Constructive conflict discussions

Dealing professionally with conflict in negotiations



A wrong word, a misunderstanding, a perceived demand becoming an imposition – and soon a negotiation turns into a conflict. Surfacing emotions, that often aren't shown externally, hamper the willingness to cooperate. Mistrust grows and the negotiation stalls or is even broken off in cases of highly escalated conflicts. In this training, we will look into examples from your own experience and analyse other cases, and show you how to solve conflicts and return the negotiation to a rational and constructive level.

### **Target group**

Intensive training for executives and staff members who negotiate internally or externally in controversial environments and want to achieve maximal cooperation of the other party.



## Training content

- When a negotiation turns into a conflict: recognise the signs and deal with them in a timely manner
- Establish framework conditions that encourage cooperativeness without giving up your own negotiation objective.
- The 4B technique: de-escalation in four steps
- Bringing the conversation to focus on solutions by preparing for discussions in a structured manner
- Addressing unacceptable behaviour or annoying issues while at the same time preserving a good climate for negotiations
- Flexibility in conflict – how you adapt your approach to the particular situation

## In-house training

In-house training seminars are available for groups of six or more.  
You choose the date and location!

**This training is also available in German: Konstruktive Konfliktgespräche führen**

**Contact us. We will be delighted to advise you.**

We are happy to advise you on the perfect training for you.



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