



CONSTRUCTIVE CONFLICT DISCUSSIONS

Dealing professionally with conflict in negotiations

2-days intensive training programme – in English

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.

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

BENEFITS

- Better negotiation results: achieve better prices, services and terms by negotiating more effectively.
- More effective approach: start your negotiations in a structured manner by managing negotiations without making bad compromises.
- Save time: cut down on the time needed for negotiations within your organisation by using targeted negotiation techniques.

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.

REGISTRATION & QUESTIONS AUSTRIA

T +43 1 522 35 95
austria@engarde-training.com
www.engarde-training.com

GERMANY

T +49 6190 888 541 0
germany@engarde-training.de
www.engarde-training.de