

## A live Online Course

# NEGOTIATION and CONFLICT RESOLUTION

by

**Ir. Hendrik Silitonga, CITD**

### Course Description

This negotiation and conflict resolution course is based on a pragmatic approach to addressing conflicts that arise at work. The focus in this negotiation and conflict resolution course is on developing common ground, exchanging ideas, developing and applying practical skills, ensuring representation and recognition, and shaping relationships. Participants will learn how to enhance their self-awareness and understanding of diverse interests and values at work; consider perspectives from diverse world views; apply rigorous conflict analysis models, understand system dynamics and complexity of issues and actors; strive to achieve beneficial outcomes for stakeholders through collaboration. Case studies and practical skills activities will be used throughout this negotiation and conflict resolution course.

### Learning Outcomes

At the completion of this negotiation and conflict resolution course you will learn:

- Practice good communications skills during negotiations
- Improve listening and communication skills via videotaped role-playing.
- Minimize conflict and deadlocks through the application of appropriate negotiation techniques.
- Understand the unique needs of different behavior styles, and how to work with them during a conflict negotiation.
- Negotiate effectively with peers, subordinates, and superiors.
- Help others focus on interests and not take positions.
- Be more confident in their negotiation skills.
- Enhance communications through the development of a common negotiation language.
- Turn adversarial situations into welcome opportunities to communicate openly and effectively.
- Deal effectively with passive aggressive individuals during negotiations.
- **Concept of Best Alternative to a Negotiated Agreement (BATNA)**
- **Practical trick of Best Alternative to a Negotiated Agreement (BATNA)**

## Course Content

The following topics will be covered in this negotiation and conflict resolution course:

- How to response to various negotiation tactics by using numerous experienced negotiator
- How to aimed at the more experienced negotiators who deal with complex situations
- The nature and sources of conflict e.g. power, interests, values, in organisations and workplaces
- Differing conflict resolution methods.
- Employment relations contexts affecting conflict resolution methods.
- Advocacy and research techniques.
- The nature of negotiation.
- Negotiation, strategy, tactics and power.
- Negotiation phases and communication.
- Behavioral dimensions of negotiation.
- **What is a Best Alternative to a Negotiated Agreement (BATNA)**
- **BREAKING DOWN Best Alternative to a Negotiated Agreement (BATNA)**

## Intended Audience

- Able to minimize conflict and deadlock though the application of appropriate negotiation techniques
- Able to negotiate effectively with peers, subordinates and superiors **including the external stakeholders**
- This negotiation and conflict resolution course is suitable for those wanting to enhance their communication skills and further develop their conflict resolution strategies.
- This may involve negotiations with clients, trade unions or with other colleagues about change or resources

## Delivery Method

- This is a live online course conducted via Zoom in Bahasa Indonesia
- Each participant needs to prepare a PC to join this program.
- Participants will receive course material in the form of a hard copy and a soft file
- Participants will receive a certificate after completing training
- Training hours are 9:00 – 15:00 WIB with several breaks in between

This negotiation and conflict resolution course will be delivered as an **interactive workshop** consisting of an instructor-led lecture, group and individual activities. This training approach allows participants to work through concepts introduced by the instructor in an application-focused teaching environment. Participants will challenge their understanding of the concepts and consider their application once back in their individual workplace.

## Audience

This powerful and practical course is suitable for all levels and types of managers and professionals, including both purchasing and sales functions. It addresses precisely the need for more skilled negotiation of contracts, discounts, special terms and delivery expectations, plus the pro-active 'management' of suppliers and customers.

## About Instructor

Ir. Hendrik Silitonga, CITD is a dynamic and high-impact speaker who has extensive training experience in the oil industry, manufacturing, telecommunication, banking sector and many more.

He received Certificate in Training and Development (CITD) from Institute of Personnel and Development (IPD) of London, UK and he is also an Instructor's License of Dale Carnegie. Such matter above supported by 20 years good job experience, following many courses and seminars in Indonesia and another country and his last profession as General Manager at some of big company of the Bank

Hendrik is currently holding the position of a Senior Trainer of LDI Training and he certified to conduct its courses.

## REGISTRATION INFORMATION

### Two ways to enroll:

1. Enroll online at [www.lditraining.com](http://www.lditraining.com)
2. Email your enrollment message to LDI Training at [lditrain@indo.net.id](mailto:lditrain@indo.net.id)

LDI Training will send the access code for this online training after we have received the participant's registration, email address, and WA number.

**For more information please contact**  
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