

## An LDI Training Course

# NEGOTIATION and CONFLICT RESOLUTION

by

LDI Instructor

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### 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 Style

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.

## Course Prerequisites

This negotiation and conflict resolution course has no prerequisites and is open to all members of the public.

## 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.

**For course registration and more information please email to**

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