



# Mediation in Conflict Resolution Best Negotiation Training

16 - 20 Mar 2027  
Vienna



**AGILE LEADERS**  
Training Center



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**Ref.:** 1031\_2307 **Date:** 16 - 20 Mar 2027 **Location:** Vienna **Fees:** 5700 **Euro**

## Conflict Resolution: Turning Friction into Positive Change

Conflict and disputes are a natural part of daily life as there are not sufficient resources. Conflict arises over money, power, possessions, time, and other things.

Some conflict and friction are difficult to be avoided. As this is where learning, creativity, and acquaintance occur. It is not that conflict occurs that is the issue, it is how it is handled.

## What is A Commercial Negotiation?

Commercial negotiation is a course of communication integrated into one strategy and seen as a holistic process.

Commercial negotiation aims at reaching a commercial understanding that will end up with signing an agreement. This strategy involves the conflict of the negotiators' expected outcome, stakes, standings and points of view.

## The Elements of Negotiation:

1. **Interests.** Interests are the main drivers of negotiation. They appear when the parties express their basic needs, wants, and motives. Interests are usually invisible and unspoken, but they guide behaviours.
2. **Commitments.** In negotiations, a commitment represents rights, responsibilities, and duties. When reaching an agreement, each party should understand their commitment to the other party and the major stakeholders.
3. **Communication.** A negotiator will take part in a communication cycle with the other party or parties. Keep in mind that the Communication choices will lead things during the negotiation.
4. **Being Legitimate.** , Fairness, navigates parties' judgments in negotiations. So when they feel that the other party is taking advantage of them, They will be motivated to show rejection.



5. **Relationships.** Whether a negotiator has an enduring relationship with a peer or not. Relationship considerations become more important when both parties are interested in maintaining an ongoing connection. These considerations vary between future business and organizational reputation.
6. **Alternatives and Other Options.** Even as negotiators handle negotiations, they should be aware of the options away from the negotiation table. Negotiators should prepare a list of tradable to show flexibility during the negotiation.

## Everything is Negotiable Meaning:

Negotiating helps individuals get what they desire. The balance of power and the negotiation situation will play a vital role. However, a negotiator with a superior set of skills as negotiators can help shift things to their interest. So we can say, if the matter is not ethical standards, then it is negotiable.

## Conflict Resolution Techniques

**The Thomas-Kilmann Model shows five distinct approaches to resolving conflict. These approaches are:**

1. **Avoiding Technique:** Ignoring or bypassing the conflict, wishing it will settle itself or disperse.
2. **Accommodating Technique:** Focusing on solving the other party's problems or addressing the other party's needs. It is achieved at the cost of the solving own problems or needs.
3. **Compromising Technique:** Finding a win-win solution that will partly meet the concerns of all parties.
4. **Competing Technique:** Focusing on their desires at the cost of the others.
5. **Collaborating Technique** Coming up with a solution that meets the concerns of all parties.

## The Five Components of Emotional Intelligence:

According to the American psychologist Daniel Goleman, The Five Components of Emotional Intelligence are:



1. Self awareness.
2. Self regulation.
3. Motivation.
4. Empathy.
5. The Social skills.

This persuasive negotiation skills training program is one of the best negotiation training programs. It takes the five components of Emotional Intelligence into consideration in all of its topics.

This course is about proactively functioning together with others. It Discusses the ways that will help participant to communicate more efficiently. In addition, the skills, techniques and tools taught in this course can bring value to other aspects of participants' life.

Negotiating and resolving a conflict demands reasonable use of emotional intelligence - participants' ability to balance their emotional needs with their thinking. Managing conflict involves using skills such as rapport, empathy and listening which will be discussed in this course.

## **Targeted Audience for Mediation in Conflict Resolution Course**

- Those who are regularly involved in managing or resolving conflict.
- Leaders & executives who wish to enhance their negotiations and conflict resolution abilities.
- Those who wish to have a more assertive impact on others.
- Those who are interested in negotiating for better results.

## **Targeted Organizational Departments of Mediation in Conflict Resolution Course**

- Any organizational department.

## **Targeted Industries of Mediation in Conflict Resolution Course**

- Any Sector or Industry.

## **This is one of the best negotiation training programs because:**

**By the end of this course, participants will be able to**



- Acknowledge how conflicts are parts of healthy relationships.
- Approximate and determine the different modes of conflict resolution.
- Learn the Conflict Resolution Techniques
- Master the Persuasive Negotiation Skills
- Assess their style of conflict resolution and use it effectively.
- Explain the difference between emotional responses and rational responses in conflict.
- Determine their choices around negotiation.
- Develop negotiation strategies & Strategies for dealing with conflict.
- Perform Emotional Intelligence Training for employees.
- Be confident in starting and finishing a negotiation.
- Use smart tactics to increase their bargaining power.
- Master the Interpersonal Conflict Resolution.

## **Training Methodology:**

This training program combines theoretical and practical approaches. This approach aims to enhance participants' knowledge of the main topics. The main topics are Conflict Resolution, Negotiation, and Emotional Intelligence. This program will equip participants with the right tools to use when they need.

Trainees are also encouraged to share their workplace experiences. Different cases studies will be discussed by the trainer to enhance learning.

## **Course Toolbox**

- Negotiation Checklist.
- Negotiation Planning Sheet.
- Assertiveness Checklist.
- The Chimp Paradox.
- Flexibility Checklist.

- Toxic Situations Guide.
- Reading Material.

## **Course Agenda:**

### **Day 1 What is Conflict?**

- Understanding Conflict.
- The Major causes a Conflicts.
- Mastering The Trust Equation.
- Acknowledging The Bank of Emotions .
- Conflict Resolution Techniques PMP Lessons.

### **Day 2 Assertiveness and Emotional Intelligence**

- Five Components of Emotional Intelligence
- The differences between Aggressive, Passive and Assertive Behaviour.
- Coming up with great Ways to say no.
- Recognizing Toxic Situations.
- Detoxifying Conflict.

### **Day 3 The Chimp Paradox**

- A Powerful Mind Management Model.
- Understanding the Chimp main drivers.
- Learning how to use the Chimp technique?
- Insights into Emotions and Order.



## **Day 4 What is Mediation in Conflict Resolution**

- The Flexibility Types.
- Best ways to be More Flexible.
- How Flexibility is useful in Negotiation.
- How Flexibility is useful in Conflict Resolution.

## **Day 5 Elements of Negotiation & Factors Affecting Negotiation**

- Factors Affecting Negotiation
- Elements of Negotiation
- Everything is Negotiable meaning
- Commercial Negotiations
- What prevent us from negotiating?
- Planning The Negotiation.
- The Opening Offer.
- Closing Negotiation.



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**Human Resources Training and Development Courses**



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**Quality and Operations Management Training Courses**



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# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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