



# Mediation in Conflict Resolution Best Negotiation Training

06 - 10 Oct 2025  
Kuala Lumpur



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**Ref.:** 1031\_247213 **Date:** 06 - 10 Oct 2025 **Location:** Kuala Lumpur **Fees:** 4400 Euro

## 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.

# 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.



**AGILE LEADERS**  
Training Center

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## Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.



## Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

- Branding, Marketing, Customer Relations, & Sales Programs
- Political & Public Relations Programs
- Finance and Accounting Programs
- Project Management Programs
- Human Resources Management Programs
- Quality & Process Management
- Management & Leadership Programs
- Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.



## Where to Find Us

You can join our training programs at our centers located in



We also offer online training sessions through the Zoom platform.

- Malaysia**  
Kuala Lumpur
- Morocco**  
Casablanca
- Spain**  
Barcelona
- France**  
Paris
- UK**  
London
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Rome
- Egypt**  
Cairo  
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