

Mediation in Conflict Resolution Best Negotiation Training

22 – 26 February 2027
Barcelona

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Training Center

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Ref: 1031_2291 **Date:** 22 – 26 February 2027 **Location:** Barcelona **Fees:** 5700 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.

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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.

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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.

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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.