

NEGOTIATION AROUND CONFLICT SITUATIONS 2 Days

Virtual | Blended | Online | Classroom

(Credits gained towards a National Certificate: General Management, NQF 5)

1. UNIT STANDARD

Conduct negotiations to deal with conflict situations

Unit Standard: 117853
NQF Level: 5
Credits: 8

2. PROGRAMME OVERVIEW

Negotiation is the art of reaching consensus among people. Skilled negotiators are able “thread the needle” of competing interests, contested agendas, and opposing points of view, to arrive at a point of agreement that serves all parties. Before there is any agreement, between anyone, there is negotiation.

In business, negotiation is a critical skill, especially when the going gets tough.

When negotiators get along well, creative problem solving is easy. When things are not going well, however, there is a real risk that they will forget everything they know about finding mutual gain and reaching consensus. It can get to the point where the negotiators give up tangible wins simply to inflict losses on the other party. This is especially true in high-profile negotiations that turn nasty. Negotiating amid conflict is significantly more challenging than in amicable scenarios, and the negotiator that can readily navigate conflict will fare better than the one that can't.

Our **Negotiation Around Conflict Situations** course takes delegates through the process of negotiating, with particular emphasis on resolving conflict equitably, with grace and good judgment.

3. LEARNING OUTCOMES

At the end of the **Negotiation Around Conflict Situations** course, delegates will be able to:

- Prepare for negotiations
- Conduct negotiations
- Conclude negotiations
- Evaluate negotiations

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

4. TARGET AUDIENCE

The **Negotiation Around Conflict Situations** course is tremendously useful for any employee who is involved in situations where negotiation skills are required. It is ideal for Junior managers. This includes, but is not limited to, team leaders, supervisors, first line managers and section heads. The position or term is used to describe the first level of management in an organisation at which the employee has other employees reporting to him/her.

5. OUTLINE

Module 1: Conflict	Module 2: Prepare for Negotiations	Module 3: Engage in Negotiations
Sources of Conflict Transactional Analysis Conflict Management Techniques An Effective Conflict Manager	Define negotiation Stages of Negotiations Negotiation Strategies Negotiation Approach	Communication Processes Conduct Negotiations Negotiation Processes Finalise Negotiations and Communicate Agreement Evaluate Negotiation Process

6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

The **Negotiation Around Conflict Situations** course is designed to run at a high level of participation and interaction, where delegates are involved in role-plays, rating exercises and case studies. Video clips are used for understanding and integration. Upon completion, a report will be provided which will include the facilitator's feedback on the delegates' performance and identifying areas for further development.

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7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:

National Certificate: General Management, NQF 5

You might also be interested in the following courses. Click on the course name to learn more.

Leadership Principles	Operational and Risk Management
Time, Priority and Stress Management	Management Skills for Supervisors (Performance Management)

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