

Negotiation and Conflict Management

Learn how to manage conflict successfully when negotiating, no matter the subject

29 - 30 March 2023

This is an **interactive Virtual Instructor-Led Training (VILT)**.
Kindly ensure you have a working Webcam and Headset with Microphone.

KEY BENEFITS OF ATTENDING

- **UNDERSTAND** the 10 steps to conflict resolution
- **USE** the correct tactics when beginning a negotiation
- Better **COUNTER** any tactics used against them
- **BALANCE** behavioural approaches to manage conflict situations
- **FACE** negotiations in a calmer and more confident way