

NEGOTIATION AND DISPUTE RESOLUTION

Theoretical and practical concepts to facilitate the capability of executives, managers and key personnel managing disputes and conflicts in the workplace.

Importance of dispute resolution in a business and work setting, using processes of negotiation and managing conflict.

Topics include:

- What is conflict and recognising negotiation situations
- Dispute resolution models
- Biases and framing
- Effective interpersonal skills
- Conflict resolution through negotiation