

PROGRAM DESCRIPTION

This informative and exciting 2-day workshop is for anyone who leads projects, deals with conflicts, and negotiates with project stakeholders including users, customer and vendors. Being a skilled negotiator will definitely make you a better project manager. In this workshop, you will learn the tools and techniques for internal and external negotiation, and how to manage conflicts to ensure effective project management.

PROGRAM OUTLINE

- Negotiation and Conflict Resolution in Projects
 - Common sources of conflict
 - Negotiation with key stakeholders
 - Role of negotiation in projects
- Self Awareness
 - Understanding your communication, conflict and negotiation styles
 - Adapting styles to improve communication, relationships, leadership, managing conflicts and negotiation
- Managing Conflict
 - Conflict management styles
 - Recognize signs and symptoms of project and team conflicts
 - Recognize conflict management styles to improve project efficiency
- Competitive and Collaborative Negotiation
 - Differences between the two styles
 - Positions Vs interests
 - Best Alternative to a Negotiated Agreement (BATNA)
- Collaborative Negotiation: Creating Win-Win outcomes
 - Framework for negotiation
 - Identifying each party's objectives
 - Creating options
 - Appropriate use of power
 - Developing your BATNA

WHO SHOULD ATTEND

This 2-day course is perfect for project managers, team leaders, program managers, functional or department managers who desire to enhance their negotiation and conflict resolution skills.

WHAT YOU WILL LEARN

- Different conflict resolution and negotiation styles and tactics
- A proven framework for negotiation
- Key skills to use in negotiations