



Mediation in Conflict Resolution Best Negotiation Training

14 - 18 Jun 2027
Rome



Mediation in Conflict Resolution Best Negotiation Training

Ref.: 1031_2295 **Date:** 14 - 18 Jun 2027 **Location:** Rome **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.

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.

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.



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.



Training Course Categories

Agile PM and Project Management Training Courses

Certified Courses By International Bodies

Communication and Public Relations Training Courses

Data Analytics Training and Data Science Courses

Environment & Sustainability Training Courses

Finance and Accounting Training Courses

Governance, Risk and Compliance Training Courses

Human Resources Training and Development Courses

IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

Maintenance Training and Engineering Training Courses

Marketing, Customer Relations, and Sales Courses

Occupational Health, Safety and Security Training Courses

Personal & Self-Development Training Courses

Quality and Operations Management Training Courses

Secretarial and Administration Training Courses



Training Cities

Accra Ghana	Al Jubail Saudi Arabia	Amman Jordan
Amsterdam Netherlands	Athens Greece	Baku Azerbaijan
Bangkok Thailand	Barcelona Spain	Berlin Germany
Cairo Egypt	Cape town South Africa	Casablanca Morocco
Chicago USA	Doha Qatar	Dubai UAE
Frankfurt Germany	Geneva Switzerland	Istanbul Turkey
Jakarta Indonesia	Johannesburg South Africa	Kuala Lumpur Malaysia
Kuwait Kuwait	Langkawi Malaysia	Lisbon Portugal
London UK	Madrid Spain	Manama Bahrain
Marbella Spain	Milan Italy	Montreux Switzerland
Munich Germany	Muscat Oman	Nairobi Kenya
New York USA	Paris France	Phuket Thailand
Porto Portugal	Prague Czech Republic	Riyadh Saudi Arabia



Training Cities

Rome

Italy

San Diego

USA

Seoul

South Korea

Sharm El-Sheikh

Egypt

Singapore

Singapore

Tashkent

Uzbekistan

Tbilisi

Georgia

Tokyo

Japan

Toronto

Canada

Trabzon

Turkey

Vienna

Austria

Zanzibar

Tanzania

Zoom

Online Training