



Conflict Resolution – Collaborative Negotiation Skills

Prevent, Resolve and Transform Conflicts Using Collaborative Negotiation Strategies

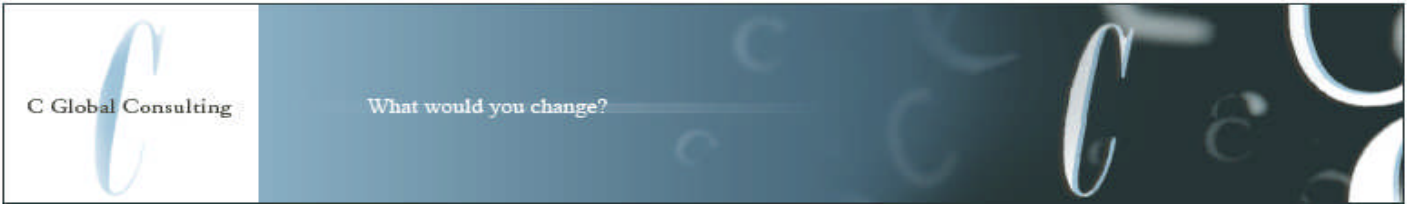
2-3 Day Workshops Leaders, Managers, Individual Contributors and Teams. Useful for all Types of Organizations.

Interpersonal conflicts in the workplace consistently rank among the leading causes of turnover, decreased performance, stress, and low morale in today's organizations. Given the competitive pressures of globalization and rapidly advancing technologies, the potential and conditions for conflict in today's organizations are only likely to increase. Therefore building collaborative relationships and managing conflicts effectively between people and within and across diverse teams is a critical capability for success.

C Global Consulting's conflict resolution programs are designed to help you and your organization learn to prevent, resolve and transform conflicts. Participants in this dynamic and experiential program will develop the core collaborative negotiation skills necessary for effectively managing a variety of workplace conflicts.

Key Workshop Benefits...

- Understand why and how conflict is a leading factor that negatively impacts individual, interpersonal, manager-subordinate relationships and teams.
- Learn to create collaborative climates in interpersonal and group settings.
- Internalize a 3-stage collaborative negotiation process for resolving conflicts.
- Develop essential communication skills necessary for negotiating task and relationship-based conflicts.
- Gain strategies for managing emotions, power and culture in conflicts.
- Develop creative problem-solving skills needed for resolving and transforming conflicts and reaching agreements.



Program Sessions

Day One	Day Two	Day Three
<p><i>Morning Session</i></p> <ul style="list-style-type: none"> • Creating Learning Climate • Negotiation Case #1 • Business Case for Conflict Management • Phase I: Framing 	<p><i>Morning Session</i></p> <ul style="list-style-type: none"> • Phase II: Dialogue: Listening Skills • Managing Emotions • Negotiation Case #3 • Feedback & Coaching 	<p><i>Morning Session</i></p> <ul style="list-style-type: none"> • Phase III: Resolution • Problem-Solving & Transformation • Negotiation Case #5 • Feedback & Coaching
<p><i>Afternoon Session</i></p> <ul style="list-style-type: none"> • Role of Power, Rights & Needs • Four Part Focused Listening • Negotiation Case #2 • Feedback & Coaching 	<p><i>Afternoon Session</i></p> <ul style="list-style-type: none"> • Module on Worldview: the NBI • Phase II: Dialogue: Informing Skills • Negotiation Case #4 • Feedback & Coaching 	<p><i>Afternoon Session</i></p> <ul style="list-style-type: none"> • Phase III Resolution - Agreements • Negotiation Case #6 • Feedback & Coaching • Closing & Future Resources

For More Information, Pricing & Customization:

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