

Mastering Negotiations, Influence, and Conflict Management: Achieving Success through Strategic Interaction

In today's competitive business landscape, mastering negotiation, strategic influence, and conflict management is essential for success. Dishan Kamdar, a renowned expert in these fields, has designed this immersive three-day course to help professionals develop these critical skills.

Whether managing team dynamics, engaging with clients, or resolving stakeholder disputes, effective negotiation and influence are key to fostering long-term relationships and sustainable agreements. Through real-world case studies, interactive discussions, and simulations, participants will gain practical strategies to navigate complex negotiations, manage power dynamics, and resolve conflicts confidently.

By the end of the course, attendees will have a structured framework to lead negotiations, influence effectively, and handle conflicts proactively. Designed for professionals, managers, and executives, this program is ideal for those looking to strengthen their leadership, improve negotiation outcomes, and navigate difficult conversations with confidence.

Objectives

- Enhance negotiation skills to secure better deals and agreements
- Learn strategic approaches to influence stakeholders while maintaining relationships.
- Understand the sources of conflict and develop effective conflict resolution strategies.
- Gain practical tools to navigate multi-party, multi-issue negotiations.
- Develop skills to manage high-stakes and high-emotion conflicts.
- Build greater confidence in handling difficult conversations and opposition.
- Apply negotiation, influence, and conflict management frameworks in real-world business settings.
- Learn how to use emotional intelligence and empathy to manage both negotiations and conflicts.

Day 1

Time: 9:00 AM - 10:30 AM

Introduction to Negotiation and Influence

- Explore fundamental concepts in negotiation, the role of influence in negotiation outcomes, and how to strategically leverage both for success.
- Learning Objectives: Understand the basics of negotiations, including the negotiation process, negotiation power, and how to create value in deals.
- Activities: Case studies of successful negotiations, participant self-assessment of negotiation style.

Time: 10:45 AM - 12:15 PM

The Science of Influence

- Overview: Dive into the psychological principles of influence—reciprocity, scarcity, authority, and more—exploring how to ethically use them in negotiations.
- Learning Objectives: Develop a deeper understanding of influence dynamics and the tactics that help shape negotiations and decisions.
- Activities: Influence mapping exercise, group discussion on using influence in real-life business settings.

Time: 1:15 PM - 2:45 PM

Negotiation Styles and Approaches

- Overview: Discover various negotiation styles (competitive, collaborative, compromising) and when to employ them depending on the context.
- Learning Objectives: Recognize your own negotiation style, adapt it to different scenarios, and use it to build better deals.
- Activities: Role-play negotiations using different styles, peer feedback on style adaptation.

Time: 3:00 PM - 4:30 PM

Building Trust and Creating Value in Negotiations

- Overview: Understand how to build trust with negotiation counterparts and create win-win solutions that foster long-term relationships
- Learning Objectives: Learn strategies to avoid “leaving money on the table” and focus on creating value for both parties.
- Activities: Collaborative negotiation simulations, team reflection on creating value and trust-building in deals.

Day 2

Time: 9:00 AM - 10:30 AM

Power Dynamics in Negotiations

- **Overview:** Analyze power dynamics and learn how to strategically manage power in negotiation settings, particularly when negotiating from a position of weakness.
- **Learning Objectives:** Identify and leverage different sources of power in negotiations, and understand how to navigate power imbalances.
- **Activities:** Power dynamics role-play, group debrief on effective tactics.

Time: 10:45 AM - 12:15 PM

Managing Conflict in Negotiations

- **Overview:** Explore the role of conflict in negotiations and learn techniques for managing disagreements and navigating impasses.
- **Learning Objectives:** Understand the roots of conflict, and learn conflict de-escalation strategies to avoid negotiation breakdowns.
- **Activities:** Conflict management simulation, guided reflection on conflict resolution strategies

Time: 1:15 PM - 2:45 PM

Multi-Issue and Multi-Party Negotiations

- **Overview:** Learn how to manage complex negotiations involving multiple issues and parties, and how to create structures for reaching optimal agreements.
- **Learning Objectives:** Gain experience handling negotiations with multiple stakeholders and competing interests, and learn strategies for aligning priorities.
- **Activities:** Multi-party negotiation exercise, group analysis of negotiation outcomes and lessons learned.

Day 3

Time: 9:00 AM - 10:30 AM

Frameworks for Conflict Resolution

- **Overview:** Explore various frameworks for conflict resolution, including interest-based negotiation and mediation approaches, and learn how to apply them in practice.
- **Learning Objectives:** Gain the ability to resolve conflicts constructively and turn disputes into collaborative problem-solving opportunities.
- **Activities:** Conflict resolution simulation, group reflection on applying frameworks in real-life settings.

Time: 10:45 AM - 12:15 PM

Negotiating Under Pressure

- **Overview:** Learn how to manage negotiations in high-pressure, high-stakes situations, and how to maintain composure and focus on outcomes.
- **Learning Objectives:** Develop the ability to negotiate effectively in time-sensitive or high-stress environments.
- **Activities:** High-pressure negotiation simulation, group feedback on maintaining focus and composure.

Time: 1:15 PM - 2:45 PM

Advanced Influence Strategies

- **Overview:** Learn advanced strategies to influence stakeholders and key decision-makers in complex organizational settings, including dealing with resistance.
- **Learning Objectives:** Understand how to influence without formal authority and build consensus in large groups.
- **Activities:** Influence-building exercises, case study discussions on overcoming resistance.

Time: 3:00 PM - 4:30 PM

Applying Negotiation, Influence, and Conflict Management to Real-World Contexts

- **Overview:** Consolidate the learnings from the course by applying negotiation, influence, and conflict management techniques to participants' own work contexts.
- **Learning Objectives:** Develop actionable strategies for participants' specific negotiation and conflict scenarios, using frameworks learned during the course.
- **Activities:** Group discussions on real-life application, individualized feedback and action plan development.