

Conflict Management & Mediation

Negotiation Fine-tuning

Mediation and conflict management require 3rd-party practitioners possessing very strong negotiation skills as they operate in adversarial environments.

What You Learn Specifically

- Conflict assessment and negotiation feasibility analysis
- Coherent strategies and tactics to jump-start negotiations in conflict situations
- Understand your role: develop acute risk awareness and learn to learn before articulating possible ways forward
- Use face-to-face meetings to challenge assumptions and discover true interests
- Confidence building measures needed to become trusted and respected
- Manage time & power dynamics before-during-between meetings
- Move red-lines and mitigate fears of failure with emotional and intercultural intelligence
- Reach incremental solutions having strong interest-based ownership qualities

What You Learn Overall

- ✓ Protect yourself and the process as well as the disputants
- ✓ Hear, see and feel microscopic signals and work with them carefully, respectfully and productively
- ✓ Learn to integrate bilateral-multilateral with formal-informal meetings to a mediate action plan
- ✓ Leadership skilfulness in highly volatile situations and individuals

Duration 1-3 days

