

# NEGOTIATION AND CONFLICT RESOLUTION SKILLS

22nd - 23rd October 2024  
10th - 11th February 2025

Kuala Lumpur (In Person) / Online Training

## Major Benefits of Attending

By attending this executive training, you will know how to:

- **Unravel** the art of negotiation, delve into its types, and immerse yourself in real-world case studies.
- **Equip** yourself with the power of preparation, and master the strategic concepts of WATNA, BATNA, WAP, and ZOPA
- **Learn** to orchestrate the perfect setting for negotiation, and discover the magic of finding common ground
- **Demystify** conflict, and unlock the secrets of effective conflict resolution
- **Explore** diverse conflict resolution styles, and understand their applicability in various scenarios
- **Unearth** the root cause of conflicts, and learn to visually represent them through cause and effect diagrams
- **Ignite** your creative thinking to generate options, and learn the art of creating win-win situations
- **Navigate** the path of solution building, from setting criteria to choosing the best solution

## Course Methodology

Client has the option to choose to participate either below method.

**Online Course :** *This course will be conducted via Zoom.*

**Kuala Lumpur Hotel:** *This course will be conducted at the hotel with the trainer on site. Participants will need to bring their own laptop. Lunch/Dinner and 2 networking breaks will also be provided.*

## Methodology:

Lecture, Individual & Group Activity, Feedback Sessions, Discussions, Demonstration, Business Games, Role Plays. The workshop is very interactive developed with a 20/80 approach; 20% lecture, 80% practical accompanied by a training manual individually customized for each programme

## Why you should attend

This training is a golden opportunity for those seeking to enhance their negotiation and conflict resolution skills. It offers a blend of theoretical knowledge and practical exercises, enabling you to apply your learning in real-world situations. Whether you're a business professional or an individual looking to improve interpersonal skills, this training will equip you with the tools to navigate conflicts and achieve win-win outcomes.

## Who Should Attend

- Senior Managers
- Managers
- Assistant Managers
- Administrative Staff
- Office Staff
- Secretaries
- Sales Professionals
- Human Resources
- Sales Executives
- Engineers
- Supervisors
- Technicians

Organized by:



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