



Negotiation is one of the methods of conflict resolution. By negotiating, the parties involved in the conflict are trying to resolve it themselves through appropriate communication. They have the full responsibility for the process as well as the control over the process and its outcome.

The training seminar will help you develop an understanding that interpersonal conflicts are inseparable from human interaction and that they cannot be avoided but should rather be dealt with. Proper conflict management will help you improve the relations with others rather than, as it is wrongly believed, ruin them. Through this training seminar, you will be able to learn the elements of the negotiation process and the model for reformulating the conflicts from seemingly insolvable to solvable conflicts, to learn the stages of a negotiation process, to acquire the basic skills for reformulating interpersonal conflicts, to acquire basic communication skills (active listening) as regards negotiating, to learn the elementary tactics used in negotiation, as well as how to use appropriate behaviour.

### Contents

- What is negotiation? Elements of negotiation;
- Parties in negotiation;
- What the fundamental principles and stages in negotiation are;
- Preparing and planning a negotiation strategy;

- Practical application of negotiation procedures;
- Styles in negotiation;
- How to achieve the win–win scenario;
- Creative thinking under pressure;
- Negotiation skills when selling and purchasing.