



Influence, Negotiation and Conflict Management Program

The Influence, Negotiation and Conflict Management Program develops strategies and techniques to positively influence others, negotiate to achieve mutually beneficial goals, and manage conflict, while maintain healthy business relationships.

Knowing how to negotiate, resolve conflict and foster a collaborative work environment are highly valued skills in today's workplace. The Influence, Negotiation and Conflict Management Program provides participants with the foundation to resolve disputes with those who have differing objectives and goals in a collaborative and respectful environment.

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This program is designed for professionals interested in developing essential skills to write effectively, speak with confidence, and interact with others in a professional manner.

The program is suited to employees and management at all levels in the organi-

www.mun.ca/gardinercentre

**Tuition Assistance available through the
Canada-NL Job Grants Program**



Influence, Negotiation, and Conflict Management Program Outline

Building Influence and Persuasion

Influencing others matters for your effectiveness, reputation and success. Learn to influence and persuade other people without using formal authority.

Building and Enhancing Workplace Relationships

Develop a process to communicate more effectively to drive understanding, alignment, and outcomes with individuals and teams by gaining a better understanding of your behaviour style, and recognizing and adapting to the style of others.

Managing Difficult Conversations

Learn how to prepare for and handle difficult conversations in a way that produces positive outcomes for everyone.

Conflict Management and Resolution

Move to a culture of co-operation and positive communication by mastering conflict resolution approaches.

Professional Negotiation Skills

Learn techniques to strengthen your negotiation position, acquire better deals and contracts, and enhance stakeholder relationships.

The program is structured to be flexible and self-directed with participants completing modules at their own pace. Modules can be completed in any order.

Throughout the program participants will work through a interactive and practical learning and exercises to:

- * Improve employee relations and workplace environment
- * Discover the best strategies to prevent unnecessary workplace conflict
- * Learn how to plan and prepare for challenging conversations
- * Improve morale by gaining skills to address basic conflict without having to escalate to the management level
- * Develop the confidence to tackle various situations where their personal influence is critically important
- * Learn practical negotiating tools and strategies
- * Improve overall internal and external communications
- * Become more aware of your behaviour, influencing styles, body language and the impact you have on others