



London TDM

Soft Skills and Personal Development Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 16 November 2025 To 20 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Conflict Resolution and Negotiation are crucial skills in today's professional environment, allowing individuals and teams to overcome disputes and challenges, and to foster more collaborative and productive workplaces. This 5-day course is designed to equip participants with the essential tools and techniques necessary for effectively managing conflicts and negotiating favorable outcomes in a variety of scenarios.

Objectives

- Understand the fundamental concepts and dynamics of conflict resolution and negotiation.
- Develop skills to identify and analyze different types of conflicts.
- Learn strategies to manage personal reactions and emotions during conflict situations.
- Practice effective communication techniques to facilitate negotiation processes.
- Master negotiation tactics to achieve mutually beneficial agreements.

Course Outlines

Day 1: Introduction to Conflict Resolution

- Overview of Conflict Resolution
- Types and Sources of Conflict
- Understanding Conflict Styles
- Identifying Stakeholders and Interests
- Emotional Intelligence in Conflict

Day 2: Core Principles of Negotiation

- Basic Negotiation Concepts
- Distributive vs. Integrative Negotiations
- The Role of Communication in Negotiation
- Building Trust and Rapport
- Preparation and Planning for Negotiations

Day 3: Strategies and Techniques

- Developing Negotiation Strategies
- Advanced Techniques for Conflict Resolution
- Dealing with Difficult People and Situations
- BATNA (Best Alternative to a Negotiated Agreement)
- The Art of Compromise and Collaboration

Day 4: Practical Applications

- Role-plays and Simulations
- Case Studies and Real-world Scenarios
- Feedback and Group Discussions
- Managing Multi-party Negotiations
- Cultural Considerations in Conflict and Negotiation

Day 5: Personal Development and Conclusion

- Developing a Personal Action Plan
- Evaluating Personal Strengths and Weaknesses
- Continuous Improvement and Lifelong Learning
- Review of Key Concepts and Techniques
- Course Conclusion and Q&A