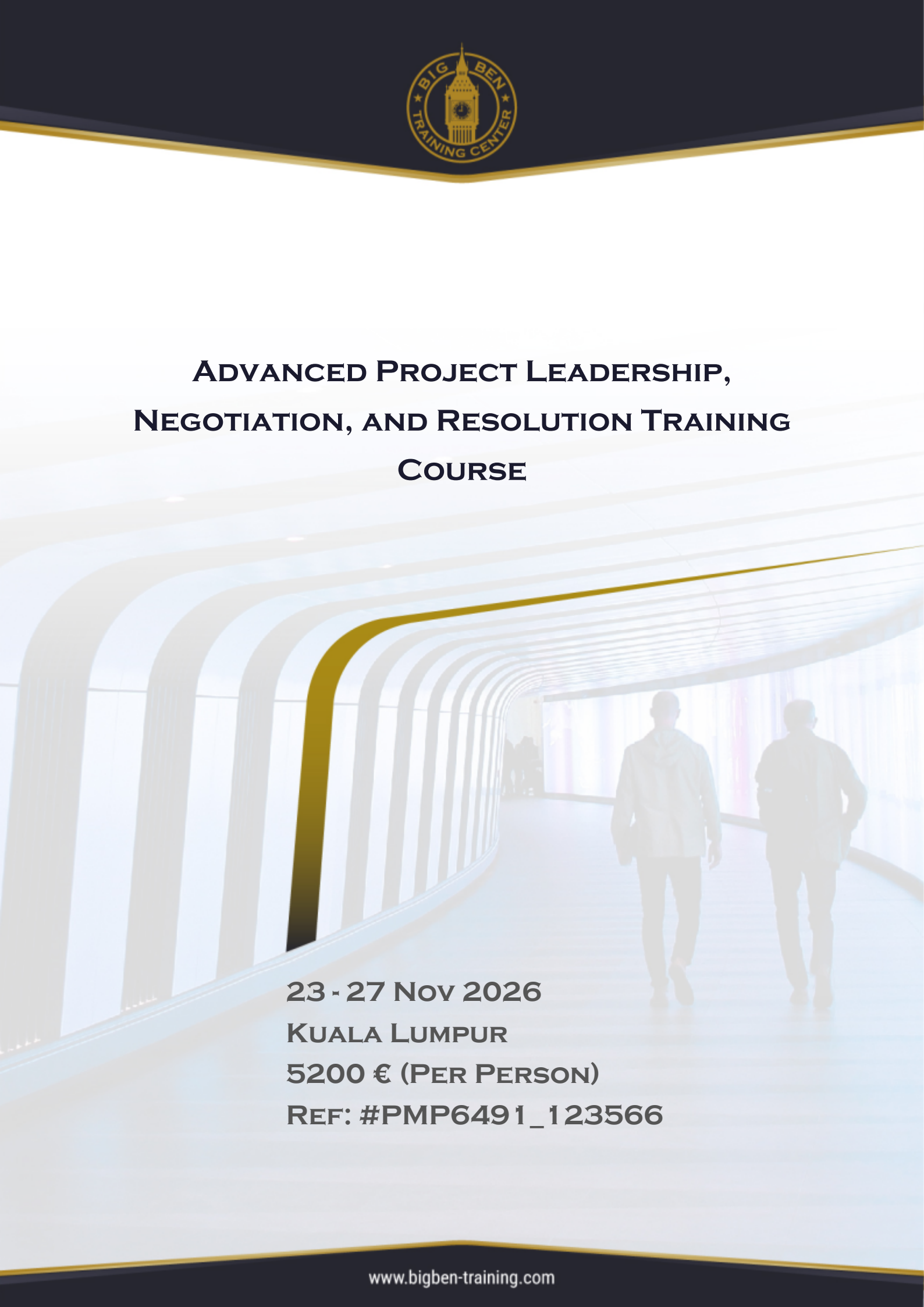
Advanced Project Leadership, Negotiation, and Resolution Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PMP6491_123566

Course Introduction / Overview:

This intensive training course is designed to forge exceptional project leaders by integrating three critical competencies: leadership, negotiation, and conflict resolution. In today's complex project environments, technical project management skills are insufficient for success. True project excellence requires the ability to inspire teams, navigate complex stakeholder negotiations, and transform conflict into a catalyst for innovation. This course moves beyond theoretical frameworks to provide practical, actionable strategies. Drawing upon foundational concepts from thought leaders like William Ury and Roger Fisher in their seminal work, "Getting to Yes," participants will learn the art of principled negotiation to achieve win-win outcomes. At BIG BEN Training Center, we understand that a project leader's ability to manage human dynamics is the ultimate determinant of project success. This program provides a holistic toolkit, enabling participants to build consensus, manage difficult conversations with confidence, and lead their teams through challenges with resilience and strategic foresight, ensuring projects are delivered not just on time and on budget, but with enhanced team cohesion and stakeholder satisfaction.

Target Audience / This training course is suitable for:

- Project Managers and Senior Project Managers.
- Program and Portfolio Managers.
- Team Leaders and Supervisors.
- Department Heads and Functional Managers.
- Project Sponsors and Key Stakeholders.
- Operations Managers involved in project execution.
- Consultants and contractors leading client projects.
- Aspiring leaders preparing for project management roles.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Construction and Engineering.
- Oil, Gas, and Energy.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Manufacturing and Industrial.
- Governmental agencies and public sector organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Project Management Office (PMO).
- Engineering and Development.
- Operations and Production.
- Information Technology (IT).
- Human Resources (HR).
- Procurement and Supply Chain.
- Research and Development (R&D).
- Strategy and Business Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop adaptive leadership styles to motivate diverse project teams.
- Master strategic communication techniques for effective stakeholder management.
- Apply principled negotiation strategies to secure favorable project outcomes.
- Identify and analyze the root causes of conflict within project teams.
- Implement structured mediation and conflict resolution processes.
- Influence without formal authority to gain buy-in from stakeholders.
- Build and maintain high-trust relationships with team members and clients.
- Navigate difficult conversations and provide constructive feedback effectively.
- Create a proactive environment that minimizes destructive conflict.

Course Methodology:

The training methodology at BIG BEN Training Center is grounded in the principles of adult learning and experiential application. We believe that mastery is achieved through doing, not just listening. This course utilizes a highly interactive and participatory approach, moving beyond traditional lectures to immerse participants in real-world scenarios. The learning journey is built upon a foundation of practical case studies derived from various industries, allowing participants to analyze complex project challenges and develop viable solutions. A significant portion of the course is dedicated to role-playing exercises, where participants can practice negotiation tactics and conflict resolution techniques in a safe and controlled environment. These sessions are followed by constructive feedback from both the instructor and peers. Group discussions, collaborative problem-solving activities, and interactive workshops ensure that participants can share experiences, challenge assumptions, and build a deeper understanding of the course material. This hands-on, dynamic methodology ensures that participants leave with not only new knowledge but also the confidence to apply their skills immediately in their professional roles.

Course Agenda (Course Units):

Unit One: Foundations of Modern Project Leadership

- The distinction between project management and project leadership.
- Exploring leadership styles: Situational, Transformational, and Servant Leadership.
- Emotional intelligence (EQ) as a core leadership competency.
- Establishing a compelling project vision and mission.
- Building psychological safety and trust within the project team.
- Key principles of ethical leadership and decision-making.
- Aligning team goals with organizational strategic objectives.

Unit Two: Strategic Communication and Influencing Stakeholders

- Developing a comprehensive stakeholder analysis and engagement plan.
- Mastering the art of influencing without formal authority.
- Techniques for active listening and powerful questioning.
- Crafting and delivering persuasive messages to diverse audiences.
- Managing expectations and communicating project status effectively.
- The role of non-verbal communication in leadership.
- Facilitating productive and efficient project meetings.

Unit Three: The Art and Science of Principled Negotiation

- Understanding the core principles of the Harvard Negotiation Project.
- Differentiating between positions and interests to find common ground.
- Preparing for negotiation: Defining your BATNA (Best Alternative to a Negotiated Agreement).
- Exploring the ZOPA (Zone of Possible Agreement).
- Strategies for creating value and claiming value (the negotiator's dilemma).
- Managing emotions and difficult tactics during negotiations.
- Techniques for multi-party and cross-cultural negotiations.

Unit Four: Proactive Conflict Resolution and Management

- Identifying the primary sources of conflict in project environments.
- Understanding the five conflict management styles (Thomas-Kilmann model).
- A structured process for mediating disputes between team members.
- De-escalation techniques for emotionally charged situations.
- Transforming destructive conflict into constructive collaboration.
- Giving and receiving difficult feedback constructively.
- Documenting agreements and ensuring follow-through.

Unit Five: Integration and Advanced Application Scenarios

- A comprehensive case study integrating leadership, negotiation, and conflict resolution.
- Role-playing complex scenarios with difficult stakeholders.
- Negotiating project scope changes and resource allocation.
- Leading a team through a high-stakes project crisis.
- Building consensus among stakeholders with competing priorities.
- Developing a personal action plan for leadership development.
- Final course review and capstone discussion.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a project leader ethically balance the principles of win-win negotiation with the non-negotiable constraints of a project's triple constraint (scope, time, cost)?.

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating three distinct yet interdependent disciplines: project leadership, negotiation, and conflict resolution. While many programs address these topics in isolation, our curriculum is built on the premise that a leader's effectiveness in a project environment is a direct result of their ability to seamlessly blend these skills. We move beyond siloed knowledge to explore the synergy between them, for instance, how leadership style impacts negotiation outcomes or how strong negotiation skills can proactively prevent conflict. The methodology emphasizes situational application, using complex, multi-layered case studies that mirror the ambiguity and pressure of real-world projects. Participants are not just taught theories like BATNA or conflict management styles; they are challenged to apply them in dynamic role-playing scenarios that require them to adapt their approach in real-time. The focus is on developing strategic intuition and behavioral flexibility, enabling leaders to diagnose a situation and deploy the right combination of skills to navigate it successfully, a depth of practical wisdom that standard, compartmentalized courses often fail to achieve.