Advanced Negotiation and Conflict Resolution Strategies Training Course



09 - 13 Nov 2026

Madrid

5900 € (Per Person)

Ref: #PS9080_25292

Course Introduction / Overview:

This intensive training course is designed to transform your approach to high-stakes negotiation and complex conflict resolution. In today's interconnected world, the ability to navigate difficult conversations and forge beneficial agreements is paramount for professional success. Moving beyond basic principles, this program delves into the strategic and psychological underpinnings of effective negotiation. We will explore the seminal work of Roger Fisher, co-author of "Getting to Yes," focusing on principled negotiation to create mutual gain and preserve relationships. Participants will learn to deconstruct complex disputes, identify underlying interests, and develop creative solutions for seemingly intractable problems. This course offered by BIG BEN Training Center provides a robust framework for managing power dynamics, leveraging tactical empathy, and communicating with influence under pressure. It equips professionals with the advanced skills needed to turn adversarial situations into collaborative opportunities, ensuring they can secure optimal outcomes while building stronger, more resilient professional partnerships.

Target Audience / This training course is suitable for:

- Senior Executives and C-Level Leaders.
- Department Managers and Team Leaders.
- Legal Professionals, Lawyers, and Paralegals.
- Human Resources and Industrial Relations Managers.
- Sales and Business Development Directors.
- Procurement and Supply Chain Managers.
- Project Managers and Contract Administrators.
- Government Officials and Diplomats.
- Mediators and Arbitrators.
- Entrepreneurs and Business Owners.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Legal and Professional Services.
- Banking and Financial Services.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Energy, Oil, and Gas.
- Construction and Real Estate.
- Government Agencies and Public Administration.
- Non-Profit and International Organizations.
- Manufacturing and Engineering.

Target Organizations Departments:

- Executive Management.
- Legal and Compliance Departments.
- Human Resources.
- Sales and Marketing.
- Procurement and Sourcing.
- Operations Management.
- Project Management Office.
- Customer Relations and Service.
- Corporate Strategy and Development.
- Finance and Mergers & Acquisitions.

Course Offerings:

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

- Analyze and deconstruct complex negotiation scenarios to identify core interests.
- Apply principled negotiation frameworks to achieve win-win outcomes.
- Develop and effectively deploy a Best Alternative to a Negotiated Agreement (BATNA).
- Master advanced communication techniques for persuasion and influence.
- Manage high-emotion situations and de-escalate conflict effectively.
- Navigate the psychological biases that impact decision-making in negotiations.
- Employ tactical empathy to understand and influence counterparts.
- Lead multiparty negotiations and build consensus among diverse stakeholders.
- Resolve workplace disputes and manage difficult conversations with confidence.
- Adapt negotiation strategies for cross-cultural and virtual environments.

Course Methodology:

The training methodology for this course is designed to be highly interactive, experiential, and practical. At BIG BEN Training Center, we believe that advanced negotiation and conflict resolution skills are best developed through practice and reflection, not just passive listening. The program is built around a series of realistic, high-stakes case studies and role-playing simulations that mirror the challenges participants face in their professional lives. These exercises provide a safe environment to experiment with new strategies, make mistakes, and learn from them. Each session incorporates group discussions, peer-to-peer feedback, and expert coaching to deepen understanding and refine techniques. We will utilize diagnostic tools to help participants understand their natural negotiation style and identify areas for development. The facilitator will guide participants through complex theoretical frameworks, immediately connecting them to practical application. This blended approach ensures that participants not only grasp the concepts but also build the confidence and muscle memory to apply them effectively under pressure back in the workplace.

Course Agenda (Course Units):

Unit One: Foundations of Principled Negotiation and Strategy

- The Architecture of High-Stakes Negotiation.
- Moving Beyond Positions to Interests.
- The Harvard Negotiation Project's Seven Elements Framework.
- Distinguishing Between Distributive and Integrative Bargaining.
- Preparing a Strategic Negotiation Plan.
- Understanding the Zone of Possible Agreement (ZOPA).
- Ethical Considerations and Building Trust in Negotiations.

Unit Two: The Psychology of Influence and Persuasion

- Cognitive Biases and Their Impact on Decision-Making.
- The Principles of Persuasion and Influence.
- Framing and Anchoring Techniques in Practice.
- Managing Emotions in Yourself and Others During Conflict.
- The Role of Emotional Intelligence in Resolution.
- Building Rapport and Fostering a Collaborative Atmosphere.
- Techniques for Overcoming Impasse and Deadlock.

Unit Three: Advanced Conflict Resolution Techniques

- Diagnosing the Root Causes of Conflict.
- De-escalation Strategies for Volatile Situations.
- The Thomas-Kilmann Conflict Mode Instrument.
- Facilitating Difficult Conversations with Confidence.
- Mediation Principles for Third-Party Intervention.
- Restorative Practices in Workplace Disputes.
- Crafting Durable and Sustainable Agreements.

Unit Four: Communication Tactics for Complex Negotiations

- The Power of Active and Reflective Listening.
- Mastering Tactical Empathy to Uncover Hidden Information.
- Strategic Questioning to Guide the Conversation.
- Non-Verbal Communication and Reading Counterparts.
- Presenting Your Case with Clarity and Impact.
- Techniques for Saying 'No' and Delivering Bad News Constructively.
- Navigating Communication in Virtual and Cross-Cultural Negotiations.

Unit Five: Managing High-Pressure and Multiparty Scenarios

- Strategies for Negotiating from a Position of Weakness.
- Managing Power Dynamics and Asymmetries.
- Techniques for Crisis and Hostage Negotiation Scenarios.
- Building and Managing Coalitions in Multiparty Negotiations.
- The Role of the Agent and Principal in Negotiations.
- Final Simulation: Integrating All Skills in a Complex, High-Stakes Scenario.
- Developing a Personal Action Plan for Continuous Improvement.

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:

In a negotiation where core values are in direct conflict, can a truly 'win-win' outcome ever be achieved, or is the best possible result merely a well-managed compromise?

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

This course distinguishes itself by moving beyond surface-level tactics to explore the deep psychological and strategic currents that govern high-stakes interactions. While many programs teach basic negotiation models, we integrate the foundational, collaborative principles of Roger Fisher's "Getting to Yes" with the modern, psychologically astute techniques of tactical empathy. This unique synthesis provides a comprehensive toolkit adaptable to any situation, from boardroom deals to sensitive workplace disputes. Our focus is not on providing a rigid script but on developing participants' strategic intuition and emotional intelligence. The curriculum is heavily weighted towards immersive, realistic simulations that force participants to think on their feet and manage genuine pressure. This experiential learning is reinforced with personalized feedback, allowing for profound and lasting skill development. We emphasize the art of diagnosing the underlying structure of a conflict, enabling participants to transform adversarial encounters into opportunities for value creation and relationship building, a capability that is the hallmark of a true master negotiator.