PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH

Senior Leadership Skills in Strategic Planning, Negotiation & Conflict Management

PIK838-0827 UK-LDN-2

PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH

Place	: London	**Venue**	: INDUSTRIOUS (1 and 2, 245 Hammersmith Road Floors, London W6 8PW) - TBC		
Start Date	: 30-08-2027	**End Date**	: 10-09-2027	**PPP**	: £5750

Senior Leadership Skills in Strategic Planning, Negotiation & Conflict Management

PIK838-0827 UK-LDN-2

If you can't train them, you can't blame them!

Short Description:

This program brings together the key strategic leadership skills of strategic planning, negotiation, and conflict management required to succeed in today's complex and challenging business environment. 'Strategy' is as it says in the classic text 'the art of war', complex yet when understood very simple, those who have a successful strategy are in control of the upcoming events. The implementation of strategies often requires the ability to exert influence and negotiate effectively. Negotiation is not litigation, neither it is war. Negotiation is not about obtaining total victory. Total victory by one party tends to be short-lived. Negotiation and conflict management are key strategic management and leadership skills and are probably the single most used skills in business today.

Course Overview:

COURSE OBJECTIVES:

At the end of this conference the participants will be able to:

- Apply to management issues, learn option generation, opportunity cost, choice and implementation phases of strategy.
- Understand the process of change, planning, organizational strategy, and change.
- Identify the sources of conflict in the professional environment.
- Gain awareness of their style in approaching conflict and negotiation.
- Learn how to achieve true win-win results & expand their range of negotiating skills.
- Be able to use a three-step planning guide to analyze and prepare for a negotiation.
- Develop new skills, and thinking processes for them and the organization.
- Increase the behavioral flexibility and career flexibility (vertically and horizontally).
- Accelerate thinking speed and problem resolution for all dilemmas.
- Provide a deep understanding of personal conflict resolution style.
- Develop the confidence and ability to influence others and obtain better results through an understanding of how to deal with difficult situations and tough negotiations.

TARGET AUDIENCE:

- Managers from all managerial levels.
- Supervisors & Team leaders.
- Employees who aim to get great knowledge to improve their career.

Program Outline:

DAY 1: Strategic Thinking and Business Analysis

1. Why are strategy and strategic planning important?

2. External analysis - understanding and analyzing business attractiveness - macroenvironmental factors, growth drivers, competitive forces, market dynamics.
3. Benchmarking your own strategic position/competitor analysis.
4. Analysing customers.
5. “Thinking backward from the customer”.

DAY 2: Internal Analysis and Fusion of Analyses Into Strategic Options

1. Internal analysis: financial.
2. Internal analysis; non-financial.
3. The concept and practicalities of the “balanced scorecard”.
4. Diagnosing strategic problems and opportunities.
5. Fusion of analyses into strategic choices - SWOT and the strategy matrix.

DAY 3: Strategic Plans and The Relevance of Alliances and Joint Ventures

1. Review of the tools used so far.
2. The content of a strategy: avoiding “paralysis by analysis”.
3. Putting a strategic plan together – the 5-page framework.
4. A real-life example of a business strategy/strategic plan.
5. Strategies for alliances and joint ventures.

DAY 4: Global Strategy, Teambuilding, and The Management of Internal Communication

1. The essence of globalization and global strategy.
2. Globalization – the strategic dimension.
3. Globalization – the organizational dimension.
4. Globalization – the human dimension.
5. Communicating strategy through the organisation.

DAY 5: Strategic Implementation and Getting The Value Out of Strategy

1. Effective execution - converting strategic analysis and planning into action.
2. Linking strategy with operational objectives.
3. Implementation – getting practical things done.
4. Strategic planning of your career.
5. Creating tomorrow’s organization out of today’s organisation.

DAY 6: Negotiation and Conflict Management

1. The sources of conflict in the organization.
2. Conflict escalation and steps to prevent it.
3. Conflict management strategies.
4. The two distinct approaches to negotiation.
5. Understanding your negotiation style.

DAY 7: Practical Negotiation Strategies

1. BATNA, Reserve point, Target point.
2. Value creating Integrative negotiation strategies.
3. Sharing information, diagnostic questions & unbundling issues.
4. Package deals, multiple offers and post-settlement settlements.
5. The four possible outcomes of a negotiation.

DAY 8: Negotiation Planning, Preparing and Power

1. Understanding the sources of negotiating power.
2. Altering the balance of power.
3. The power of body language.
4. Understanding thoughts from body language.
5. Dealing with confrontational negotiators.

DAY 9: Mediation Skills – a Powerful Negotiation Tool

1. Active listening in negotiation.
2. ADR processes – putting negotiation in the context.
3. Negotiation, Mediation, Arbitration, and Litigation.
4. Mediation as a facilitated negotiation.
5. Mediation in practice – mediation exercise.

DAY 10: International and Cross-Cultural Negotiations

1. International and cross-cultural negotiations.
2. Cultural Values and Negotiation Norms.
3. Putting together a deal.
4. Team international negotiation exercise.
5. Applying learning to a range of organisational situations.