**Negotiation and conflict resolution**

Productive conflict is defined as “an open exchange of conflicting or differing ideas in which parties feel equally heard, respected, and unafraid to voice dissenting opinions for the purpose of reaching a mutually comfortable resolution.”- Patrick Lencioni.

Whilst we would like to ascribe ourselves to this higher level of conflict, many of us find it difficult to professionally negotiate and engage in an open exchange of conflicting and differing ideas. Unwittingly, this contributes to real issues not being addressed, blame or denial otherwise known as unproductive conflict.

This session aims to enhance the quality of your conversations in the workplace by creating an environment of productive conflict, allowing you to maintain healthy relationships, dissolve conflict, and solve problems.

In this 45-minute session we will:

* Explore workplace & relationship conflict
* Unpack the key concepts and core vocabulary of negotiation
* Manage the tension between creating & claiming value
* Manage emotions and relationships