



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 14 June 2026 To 18 June 2026

**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