



NEGOTIATION & **Conflict Management** SKILLS

Description:

Participants will improve their skills in communication and negotiation. Participants will learn skills to enhance their ability to de-escalate conflict, listen effectively, build mutual respect with others in a construction context, and negotiate effectively.

Audience:

The course is designed for construction owners, project managers, estimators, supervisors and those involved in construction disputes.

Course fee includes:

All books and materials, lunch, certificate upon completion and parking.

The course is offered as:

One day (7-8 hours) of lessons with instructor.

At the end of the course participants will be able to:

- Understand the basic elements of communication and demonstrate effective communication skills with constructors.
- Understand motivation theory and apply motivational techniques to win trust and engage individuals/teams you work with.
- Identify different personality styles and how to communicate appropriately and negotiate effectively with each one.
- Understand the basics of negotiating, de-escalating conflict and setting the ground work for effective negotiation.
- Ask effective questions and listen to others in order to get to the issues behind various negotiation intentions.
- Getting to a “yes” and closing a negotiation well.

The instructor:

Tim Williams, MBA, GSC

Go to bgcpartners.ca/about.php to view instructor bio.



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