



QUEEN'S
UNIVERSITY
BELFAST

WILLIAM J. CLINTON
LEADERSHIP INSTITUTE
AT RIDDEL HALL

LEADERSHIP AND NEGOTIATION

Handling Difficult Situations



**SHAPING
A BETTER
WORLD
SINCE 1845**

Leadership and Negotiation Handling Difficult Situations



We believe that negotiation and conflict resolution are essential skills for the leaders of today. More and more leaders are seeing the value in securing negotiation and alternative dispute training for themselves and their employees. This programme will equip you with the tools to handle difficult situations and explore the techniques to allow you to discuss what matters most.

What will you get from the programme?

- An understanding of the causes of conflict in the workplace
- An advanced awareness of personal negotiation styles
- Practical leadership and negotiation skills and strategies
- Tools on how to handle difficult situations

What makes this programme special?

This highly interactive programme uses a blend of self-directed reading, class-based activity, case studies and practical learning activities to explore the latest thinking in leadership and negotiation.

Duration: 2 days

Who is the programme for?

This programme is for: All Leaders, Managers, HR professionals and anyone wanting to become more effective at working through conflict and misunderstanding in the workplace.

For that extra competitive advantage at work, get yourself on the fast track. Register your interest today.

How to get more information:

Visit our website for the latest availability, dates and fees:
www.leadershipinstitute.co.uk or contact us on 028 9097 4394 or
e-mail: leadershipinstitute@qub.ac.uk

By the end of this programme you will:

✓ Explore negotiation as a tool for alternative dispute resolution

✓ Examine the nature of conflict, cognitive biases and personal negotiation styles

✓ Gain practical tips and strategies on how negotiation can complement existing leadership skills

✓ Examine tools and strategies for handling difficult conversations

✓ Develop practical advanced communication skills

✓ Discuss the latest negotiation theory and practice

Lunch, tea and coffee will be provided

Who is delivering this programme?

This programme will be facilitated by Enda Young. Enda has over fifteen years of experience in the field of conflict resolution and mediation. He has worked in the public, private and third sectors throughout the UK, Ireland and internationally. Enda is an accredited mediator with the Mediators' Institute of Ireland.