

# Conflict Resolution, Persuasion and Negotiation Skills

22<sup>nd</sup> – 26<sup>th</sup> July 2019

**Premier Hotel O.R. Tambo, Kempton Park Johannesburg**

NQF Level 5, 5 Credits

## Course Objectives:

- Learning appropriate techniques to manage conflict
- Implementing a strategy to resolve conflict
- Applying techniques of persuasion and influence
- Getting persuasive conversations and presentations underway
- Using storytelling techniques to extend influence
- Determining the importance of preparation and establishing a strong opening position
- Understanding the issues and alternatives to break deadlock situations
- Choosing and managing an effective negotiation team
- Making use of the agenda as a strategic negotiating tool
- Recognising well-used opposition tactics and counter-measures
- Understanding the limitation of authority and its negotiating power
- Appreciating negotiating ethics

## About your Presenters

### Prof Nico Schutte

Nico graduated from the Tshwane University of Technology with a PhD in Strategic Leadership and a Master's Degree in Management and Development from the University of Potchefstroom and has worked as a management consultant within the field of HR, change management, leadership, performance management and act as executive coach for numerous executives. He also serves as a facilitator and researcher, since 1996 and similarly works as a consultant and coach with various organisations, in the field of organisational behaviour, chance and leadership. He also served as a research supervisor at the Unisa's School for Business Leadership (SBL), since January 2005 and is responsible for guiding students through their research dissertations in completion of their MBL degrees. He worked as a facilitator and consultant for boards and businesses across a range of disciplines - focused on HR related issues - informing organisational transformation

### Prof EN Barkhuizen

*BCom HR, Hons BCom Labour Relations, MCom Industrial Psychology, Phd Industrial Psychology*  
 Nicolene received several awards for her academic performance during her studies. Subsequently Nicolene began her career as a lecturer and academic in 2005. Currently Nicolene has more than 100 scientific publications including books, chapters in textbooks, peer reviewed conference proceedings and journal articles. She presented more than 150 research papers at both local and international conferences. Nicolene has served as the Chair of the SABPP during 2011 and 2012 as well on its executive board. Nicolene's research outputs have resulted in various research awards and nominations. In 2006 she was awarded Faculty Junior Researcher of the Year, at University of Johannesburg. Nicolene's employment at the North-West University resulted in the following research awards: Faculty Senior Researcher of the Year (2013) and Rectors Award for the Most Productive Researcher in the Faculty of Commerce and Administration (2013)