



The Art of Persuasion, Negotiation and Conflict

COURSE OVERVIEW

The Art of Persuasion, Negotiation, and Conflict involves mastering communication and relationship techniques to better assert yourself in the world. At Bonfire, we call this an “art form” because taking everyone’s different needs, wants, aims, and beliefs into account isn’t exactly a walk in the park. It takes some practice (and guidance!).

In any workplace there will always be conflicting demands, differences in opinions, and opposing attitudes when working with clients and internal team members. While this is totally normal and to be expected, it can also pose a rather significant obstacle to progressing relationships. Great news, there are ways to validate each person’s unique experience while also bringing them into agreement.

By completing this workshop, participants will learn the following:

- The difference between manipulation and the science of persuasion
- How to reframe “conflict”. Remember, not all conflict is bad!
- The mindset of this “art” and how it positively impacts communication
- How to stay open-minded and adaptable in order to build trust



“The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them.”
- Thomas Crum



Customized with your real-world scenarios & designed to meet your desired outcomes.



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bonfire
TRAINING

LEARNING OUTCOMES

Embody the “Compassionate Curiosity” mindset

Enhance persuasion, communication, and relationship skills

Upskill the three competencies of great negotiators

Understand the “Art” with customized case studies relevant to your organization

Recognize conflict stemming from negotiation

Understand the “science” of human behavior pertaining to persuasion and negotiation

“In business as in life, you don’t get what you deserve, you get what you negotiate.”
-Chester L. Karass

BUSINESS OUTCOMES



Enhanced Communication & Relationships



Improved Employee Performance



Self-Reliant & Empowered Employees



Increased Company Metrics



Improved Customer Relationships

WHO SHOULD ATTEND?

Employees and members of management that are engaging in interactions requiring persuasion, negotiation and conflict management.

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids support additional learning reinforcement.



Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

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