

Diploma in Negotiation & Conflict Management

Lecturer:

September 2020

Month	Date	Wednesday 18.30-21.30
October	07	Conflict Management – An Overview
	14	Understanding the Dynamics of Conflict.
	21	Communication and Conflict Management
	28	Power and Conflict
November	04	Problem Solving and Decision Making
	11	Keys to Resolving Conflict - Alternative Dispute Resolution and Mediation
	18	Negotiation – An overview
	25	Negotiation Tactics, Techniques and Countermeasures
December	02	Negotiation Variables
	09	Handling Deadlock
	16	Breakthrough Bargaining – Negotiation Variables and Making Concessions

Please note this is a provisional timetable and subject to change.

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