

# Certificate In Negotiation And Conflict Management

Finstock Evarsity

## Course Specifications

**Mode of Study :** Online study mode

**Location :** Nairobi

**Duration :**

## Course Summary

Semester 1

Module I

- Practical Negotiation Strategies
- Managing Unacceptable Behavior
- Negotiation and Conflict Management
- Negotiation theory and practice
- Negotiation Planning, Preparing and Power
- Conflict Management Model

Semester 2

Module II

- Mediation skills
- Conversation Management
- International and cross cultural negotiations
- Cultural Values and Negotiation Norms
- Advice for cross cultural negotiators
- Communication styles for international negotiations

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