



## Boardroom Diplomacy

Navigating Disputes with Skill and Grace

### ► Upcoming Sessions

09-13 Sep 2024	Online	\$3,950
09-13 Dec 2024	Online	\$3,950
10-14 Feb 2025	Online	\$3,950
12-16 May 2025	Online	\$3,950
14-18 Jul 2025	Online	\$3,950
08-12 Sep 2025	Online	\$3,950
08-12 Dec 2025	Online	\$3,950

### ► Training Details

#### Online Training Course Overview

Mastering effective boardroom diplomacy is paramount for addressing conflicts and disputes inherent in any organization. The adept navigation of these challenges, conducted with finesse and tact, often delineates success from failure within the boardroom. This comprehensive five-day online course is meticulously crafted to furnish participants with the requisite knowledge, skills, and strategies for adeptly managing conflicts and disputes in the boardroom. Emphasis is placed on fostering robust relationships, alongside effective communication with board members and other stakeholders.

#### Online Training Course Objectives

**By the end of this online training course, participants will be able to:**

- Understand the dynamics of boardroom conflict and identify common sources of conflict
- Develop effective communication strategies to build strong relationships in the boardroom
- Understand the negotiation process and apply advanced negotiation skills to resolve conflicts
- Manage difficult conversations and de-escalate tense situations in the boardroom
- Develop and implement effective conflict resolution processes
- Foster a culture of diplomacy in the boardroom

#### Designed for

**This online training course is suitable to a wide range of professionals but will greatly benefit:**

- Executives
- Board members
- Senior managers

- ▶ Professionals who are responsible for managing conflicts and disputes in the boardroom

## ▶ Training Details

### **Day One: Understanding the Dynamics of Boardroom Conflict**

- ▶ Introduction to boardroom diplomacy and conflict management
- ▶ The impact of conflict on organizational success
- ▶ Common sources of boardroom conflict
- ▶ Identifying the different conflict management styles
- ▶ Understanding the role of emotions in conflict

### **Day Two: Building Strong Relationships and Effective Communication in the Boardroom**

- ▶ The importance of relationship-building in the boardroom
- ▶ Techniques for effective communication in the boardroom
- ▶ Active listening and its role in conflict resolution
- ▶ Strategies for building rapport and trust
- ▶ Developing and delivering persuasive messages

### **Day Three: Advanced Negotiation Skills for Boardroom Diplomacy**

- ▶ Understanding the negotiation process
- ▶ Preparing for a successful negotiation
- ▶ Tactics and techniques for successful negotiation
- ▶ Overcoming impasses in negotiation
- ▶ Dealing with difficult negotiators

### **Day Four: Managing Conflict and Difficult Conversations in the Boardroom**

- ▶ Approaches for managing conflict in the boardroom
- ▶ Addressing difficult conversations with tact and diplomacy
- ▶ Strategies for de-escalating tense situations
- ▶ Managing emotions and keeping the conversation on track
- ▶ Resolving conflict through collaboration

### **Day Five: Best Practices for Effective Boardroom Diplomacy**

- ▶ Developing a culture of diplomacy in the boardroom
- ▶ Creating effective conflict resolution processes
- ▶ The role of mediation and outside experts
- ▶ Creating agreements that work for all parties involved
- ▶ Ensuring a positive outcome for all stakeholders involved

## ▶ The Certificate

Anderson e-Certificate of Completion will be provided to delegates who attend and complete the course

## ▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

**Request for a Tailor-made training and educational experience for your organization now:**

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

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