

Advanced Negotiations & Conflict Resolution

24 – 25 November 2025 The Majestic Hotel Kuala Lumpur



Colin Millward MBA, PMP, CRP, CSM, A-CSPO
Project Management Trainer

1 Course Overview

What if your next negotiation could make or break your business?

In today's business world, **negotiation isn't just about striking a deal**. It's about building trust, managing pressure and crafting outcomes that last.

Maybe you've walked into a room ready to close, only to face unexpected resistance, last-minute demands, or internal misalignment. Maybe you've found yourself stuck in endless meetings, navigating hidden agendas or tensions no one dares to name.

This immersive two-day workshop is built for professionals who negotiate not just to close deals, but to lead, align and protect relationships in the process. Through **high-impact simulations**, **behavioural science**, and **strategic frameworks**, you'll learn how to stay calm under pressure, spot the real drivers of conflict and craft outcomes that stick, even when the odds are stacked against you.

Whether you're navigating difficult clients, pushing back on unrealistic expectations, or leading multi-stakeholder negotiations, this workshop will give you the tools and mindset to step into any negotiation with clarity, confidence and control.

Now is the time to upgrade your skillset.

Because in your next negotiation, experience alone might not be enough. But strategy, psychology and preparation? That could make all the difference.

Make this the negotiation that changes how you lead. Forever.



2 Course Lead Trainer



Colin Millward MBA, PMP, CRP, CSM, A-CSPO
Project Management Trainer

Colin Millward's career spans **more than 36 years** running complex international enterprise systems projects in Europe, the United States and Asia-Pacific for organizations in many business areas, demonstrating leadership, cross-cultural skills, and the delivery of quantifiable business value.

Since forming Knight Griffin Pte. Ltd. in 2003 he has delivered management consulting and corporate training to dozens of organizations from small enterprises through corporations to governments.

Today, Colin engages clients with his unique combination of knowledge, experience and energy plus some gentle humor to organizations up and down the Asia-Pacific region.

Colin gained his Project Management Professional accreditation in 2005. He holds an MBA from Pennsylvania and is a Certified ROI Professional (CRP) by the ROI Institute. Colin is also a Certified Scrum Master (CSM), and an Advanced Certified Product Owner (A-CSPO) with Scrum Alliance.

He has additionally been certified as a PMP® Project Management Trainer by the Project Management Institute (PMI). Colin is also Principal Mediator with the Singapore Mediation Centre, where he applies his skills to court-appointed mediations to resolve complex business disputes.

3 Course Objectives & Benefits

Objectives

By the end of this workshop, you will be able to:

- ✓ Apply **high-level negotiation principles** to real-world business contexts.
- ✓ Design and execute strategic negotiation plans using **advanced preparation tools**.
- ✓ **De-escalate conflict** and overcome negotiation deadlocks.
- ✓ Understand and leverage **behavioural dynamics** and power dynamics.
- ✓ Structure **win-win agreements** that are durable and trust-based.

Benefits to Your Company

Negotiation isn't a soft skill, it's a business-critical capability. This workshop builds teams who can:

- ✓ **Close better deals, faster.** Equip your team with proven strategies to drive negotiations forward and reach win-win outcomes quickly.
- ✓ **Resolve conflict without escalation.** Learn how to defuse tension early and handle disagreements calmly and constructively.
- ✓ **Protect business interests under pressure.** Stay focused and assertive when stakes are high, without compromising on key objectives.
- ✓ **Influence outcomes across departments and stakeholders.** Build alignment and buy-in by navigating complex dynamics with confidence and clarity.

Result? Fewer delays. Stronger partnerships. Lower risks. Sharper leaders.



4 Course Agenda Day 1

Every conversation can be a turning point, whether it's a make-or-break deal, a misaligned partnership, or internal power play. Walking in unprepared or relying on outdated tactics can cost you credibility, revenue, or control. Day 1 is about **shifting from reactive to strategic**. You'll learn how high-stakes negotiations are won long before they start through deep psychological insight, sharp preparation, and calculated influence. This is your edge when the stakes are highest.

Module 1: High-Stakes Negotiation Principles

Gain deep insight into the **psychology of executive-level negotiations**. You'll learn how power dynamics, cognitive biases, and strategic framing shape outcomes and how to manage internal politics, difficult personalities, and high-pressure situations with confidence.

Module 2: Advanced Preparation Tactics

Preparation gives you the upper hand. Discover how to **map stakeholders**, prioritise key issues, and forecast possible scenarios so you can uncover hidden interests, anticipate resistance, and walk into any negotiation fully equipped.

Module 3: Cross-Industry Case Simulations

Apply what you've learned through high-impact, **realistic negotiation simulations**. You'll practise strategies in diverse scenarios, take on role-play exercises, and receive immediate feedback to sharpen your instincts and composure under pressure.

Course Schedule:

08:30-09:00	09:00-10:30	10:30-11:00	11:00-13:00	13:00-14:00	14:00-15:30	15:30-16:00	16:00-17:00
Registration	Upskilling	Break	Upskilling	Break	Upskilling	Break	Upskilling

Note:

All modules will be delivered across Day 1 and Day 2. However, the trainer may adjust the sequence, modify content, or emphasize specific topics based on the delegates' skills and experience.

5

Course Agenda Day 2

Conflicts can quietly erode trust, stall momentum and damage relationships that took years to build. If left unaddressed, **small issues become costly setbacks**. Day 2 equips you to lead with clarity when tensions rise. You'll learn to diagnose conflict at its root, resolve it without escalation, and turn difficult conversations into opportunities for alignment and growth. Whether you're facing a tough client, an internal dispute, or a cross-functional clash, the tools you gain today will help you move from friction to forward.

Module 4: Diagnosing Disputes

Not all conflict is what it appears. Learn how to **diagnose the root causes of tension** by identifying deeper structural issues, stakeholder agendas, and communication breakdowns, so you know when to negotiate and when to explore other resolutions.

Module 5: Conflict Resolution Techniques

Stay calm and effective when conversations get tough. You'll learn how **to de-escalate heated discussions**, break through deadlocks, and shift rigid positions while remaining persuasive, composed, and in control.

Module 6: Designing & Cementing Business Settlements

Move beyond compromise toward long-term, **trust-based solutions**. Learn to design outcomes that align interests, expand value and create sustainable agreements that everyone can commit to.

Course Schedule:

08:30-09:00	09:00-10:30	10:30-11:00	11:00-13:00	13:00-14:00	14:00-15:30	15:30-16:00	16:00-17:00
Registration	Upskilling	Break	Upskilling	Break	Upskilling	Break	Upskilling

Note:

All modules will be delivered across Day 1 and Day 2. However, the trainer may adjust the sequence, modify content, or emphasize specific topics based on the delegates' skills and experience.

6 Who Should Attend

This workshop is designed for professionals with **real-world negotiation experience** who want to enhance their strategic and behavioural effectiveness. However, you should be familiar with basic negotiation principles and have real-world exposure to business or team-level negotiations.

Role	Relevancy	Why?
Project Managers & Programme Leader	☆☆☆	Often manage competing stakeholder interests, scope disputes, and project escalations. Negotiation is crucial to delivery.
Senior Managers & Department Heads	☆☆☆	Frequently lead complex internal and external negotiations involving cross-functional teams, budgets, and strategic initiatives.
Business Development Leaders	☆☆☆	Negotiation is core to their role. Closing deals, forming partnerships, and influencing external stakeholders.
Sales & Commercial Negotiators	☆☆☆	Directly responsible for deal-making and revenue generation; high-pressure negotiations are routine.
Strategy, Procurement, or Government Affairs Professionals	☆☆☆	Engage in high-stakes negotiations across suppliers, regulators, and partners. Must balance commercial, legal, and strategic interests.
Corporate Lawyers & Contract Managers	☆☆	Already handle agreements but benefit from strategic and behavioural negotiation skills that go beyond legal frameworks.
HR Business Partners & Internal Change Agents	☆☆	Regularly mediate between management and employees, lead policy negotiations, and manage internal conflict.

☆☆☆ Highly Relevant ☆☆ Relevant ☆ Somewhat Relevant

Let's Level Up!

Are you ready to empower your skills and ultimately elevate your career?



Standard Fee : RM3,500/pax
Group Fee : RM3,350/pax (min 3 pax)

- ✓ Fees are per participant & inclusive of 8% SST.
- ✓ This course is **100% claimable** through HRD Corp Claimable Course (SBL-KHAS) Scheme: Employer-Specific Course
- ✓ **[Optional]** Add a **1-night stay** at the event hotel for a discounted rate of **RM400 nett**.

Step 1: Click the registration link here:

→ <https://www.skill-lyft.com/workshop-series-registration-form> or scan the QR code below and complete the online form.



Step 2: We'll review your submission and email the relevant documents:

- If applying for HRD Corp grant: You'll receive supporting documents to complete your grant application.
- If not applying for grant: You'll receive an invoice for direct payment.

Need help or have questions?
Reach out to us at registration@skill-lyft.com



Skill Lyft (M) Sdn. Bhd. is a registered Training Provider with HRD Corp.
All courses approved by HRD Corp.

For more information / enquiries, please contact:

 **Skill Lyft (M) Sdn. Bhd.** 202201042066 (1487763-T)
Level 3, Wisma Suria, Jalan Teknokrat 6, Cyber 5, 63000 Cyberjaya, Selangor, Malaysia.

 +60 11 3613 4122

 hello@skill-lyft.com

 www.skill-lyft.com