



**British Training**

**Thrive Under Pressure with Emotional Intelligence & Strategic  
Negotiations Training Course**

**#LD3237**

# **Thrive Under Pressure with Emotional Intelligence & Strategic Negotiations Training Course**

## **Introduction:**

In an era where professional challenges demand both mental agility and interpersonal mastery, the ability to navigate pressure, leverage emotional intelligence, and resolve conflicts with finesse is no longer optional it's essential. British Training Center has designed this program to equip professionals with the tools to transform high-stress scenarios into opportunities for growth and collaboration. By blending cutting-edge research with actionable strategies, this course empowers individuals to excel in even the most demanding environments.

## **Training Objectives and Impact:**

### **By the end of this program, participants will be able to:**

- Identify the psychological and physiological impacts of pressure and apply techniques to mitigate stress.
- Utilize emotional intelligence (EQ) frameworks to enhance self-awareness and regulate emotions in critical moments.
- Resolve conflicts constructively by diagnosing root causes and fostering collaborative solutions.
- Design negotiation strategies that align with both short-term goals and long-term relationships.
- Maintain peak performance under pressure through resilience-building practices.
- Adapt communication styles to de-escalate tensions and influence outcomes positively.
- Integrate EQ, conflict resolution, and negotiation skills into a cohesive leadership approach.

## **Targeted Competencies and Skills:**

- Stress Management & Resilience.
- Emotional Self-Regulation & Empathy.
- Active Listening & Persuasive Communication.
- Conflict De-escalation & Mediation.
- Strategic Negotiation Planning.
- Collaborative Problem-Solving.

## **Target Audience:**

### **This program is tailored for:**

- Managers and team leaders overseeing high-pressure projects.
- HR professionals mediating workplace disputes.
- Customer-facing roles requiring crisis communication.
- Entrepreneurs navigating stakeholder negotiations.
- Project managers balancing deadlines and team dynamics.
- Professionals seeking to enhance leadership agility.

## **Course Content:**

### **Unit One - Mastering Success Under Pressure:**

- Understanding the neuroscience of stress and pressure.
- Differentiating between eustress (positive stress) and distress.
- Techniques for rapid stress reduction: breathing, grounding, and cognitive reframing.
- Decision-making frameworks for high-stakes scenarios.
- Case studies: Balancing urgency with accuracy in critical moments.
- Building a personal resilience toolkit for sustained performance.

### **Unit Two - Emotional Intelligence (EQ) in Action:**

- The four pillars of EQ: self-awareness, self-management, social awareness, relationship management.
- Identifying emotional triggers and developing response flexibility.
- Using empathy to navigate diverse perspectives and motivations.
- EQ-driven leadership: Inspiring teams during uncertainty.
- Practicing mindfulness to enhance emotional clarity.
- Role-playing exercises: Managing emotions in heated discussions.

### **Unit Three - Conflict Management for Collaborative Outcomes:**

- Mapping the five stages of conflict escalation.
- Applying the Thomas-Kilmann Conflict Mode Instrument (TKI) to assess resolution styles.
- Active listening techniques to uncover hidden concerns.
- Mediation strategies for win-win solutions.
- Transforming adversarial dynamics into cooperative dialogue.
- Case analysis: Resolving cross-departmental disputes.

### **Unit Four - Strategic Negotiations in High-Pressure Contexts:**

- Principles of interest-based negotiation (Harvard Negotiation Project).
- Preparing a negotiation playbook: BATNA, ZOPA, and anchoring.
- Tactics for managing power imbalances and emotional tactics.
- Overcoming impasses through creative problem-solving.
- Ethical considerations in high-stakes bargaining.
- Simulating multi-party negotiations with competing priorities.

### **Unit Five - Integrating Skills for Real-World Impact:**

- Scenario-based simulations: Combining pressure management, EQ, conflict resolution, and negotiation.
- Developing a personal action plan for continuous skill application.
- Peer feedback sessions to refine adaptive strategies.
- Leveraging technology for stress tracking and emotional analytics.
- Creating a culture of psychological safety within teams.