

Executive Negotiation & Conflict Management Skills Course

10-12 November 2025



ADR ODR
INTERNATIONAL



EUROPEAN
INSTITUTE FOR
CONFLICT
RESOLUTION

OVERVIEW



Executive Negotiation and Conflict Management Skills course, which offers one-to-one personalised feedback for professionals.

This 2.5-day intensive course is delivered in partnership with the European Institute for Conflict Resolution (EICR). This course is aimed at people from all backgrounds and professions. We believe that strong negotiation skills can help people in all industries resolve conflicts in their workplace, in their home and in their personal life. The ability to negotiate can change how you perceive conflict and how you deal with it.

ADR ODR INTERNATIONAL & EICR

This is the first course of its kind to combine practical conflict resolution and negotiation skills training with one-to-one personalised feedback. Below are three key reasons why you should train with ADR ODR International & EICR:

- 1** Personalised Feedback: Throughout the course delegates can approach trainers with their own examples of conflicts they have had to resolve or negotiations they have entered into in their workplace and personal life. Our expert trainers will then tailor their advice to their delegates' specific problems.
- 2** Leading Textbooks and Theory: We support all of our practical skills training with leading textbooks, which are provided to delegates in hard copy form and are included in the course fee.
- 3** Digital Learning: We firmly believe in modern training techniques, which is why our course will cover essential topics such as e-negotiation and the use of AI in creating negotiation strategies. Understanding and utilising these advanced techniques is crucial, and our Executive Negotiation and Conflict Management Skills course will equip you with the necessary skills and comprehensive knowledge to excel in this area.

DIFC ACADEMY

Located in the heart of Dubai's financial district, the DIFC academy provides education and training to those in the financial services industry and top ranking educational institutes. The DIFC Academy partners with the world's most respected institutions to offer a variety training from workshops to executive MBA degree programmes.

FEEDBACK

Individualised feedback on your performance.

COURSE AIMS

The Executive Negotiation and Conflict Management Skills Course aims to:

- give you a basic understanding of how conflicts arise
- give you an introduction to conflict resolution
- enable you to critically analyse the use of conflict resolution methods and approaches
- equip you with the basic skills needed to negotiate your way through a conflict
- help you to understand the principles behind negotiation
- help you to understand the cross-cultural issues that can occur during negotiations
- help you familiarise yourself with e-negotiations and AI
- help you to understand your own negotiation style (and other negotiation styles)

WORKING GROUPS

Each participant is scheduled to meet with a faculty member in a small working group once during the programme.

TESTIMONIALS

“The ADR ODR Negotiation and Conflict Management course is one of its kind. It gives you an amazing opportunity to gain perfect and compatible Savvy with the logical and diplomatic realm of Conflict Management and Negotiation. Being a disciple of ADR, I have a great admiration for this forum.”

Hasnain Khan,
Class of 2021

“The opportunity to gather different cultures, people and perspectives to learn and improve negotiation techniques to achieve the best agreement. That defines the Negotiation Course with ADR ODR International in Dubai”

Valeria Pinto,
Class of 2021



TOPICS TO BE COVERED

- An introduction to negotiation
- Negotiation skills
- Conflict Resolution
- E-negotiation and AI
- Personalised feedback
- Video assessments

DUBAI AS A HUB

Dubai is home to more than 20,000 international companies including 138 of the Fortune 500. Dubai is fast becoming an innovation centre that attracts a level of diversity that is unparalleled with any other modern city. As Dubai grows to become an important commercial and financial centre, we believe that our school of Negotiation will take advantage of this growth, attract a very diverse range of delegates and our graduates will be given more learning opportunities than would be available in any other city. Due to Dubai's unique location and transport links, we have chosen Dubai as the permanent home for our School of Negotiation.

VENUE

ADR ODR International and the European Institute for Conflict Resolution are proud to be delivering the Executive Negotiation & Conflict Management Skills course at the Dubai International Financial Centre Academy (DIFC Academy), Dubai.

WHO

Professionals including team managers, executive managers, HR managers, lawyers or finance executives.

WHAT

2.5-day course that equips delegates with the basic to intermediate skills needed to negotiate their way through negotiations and everyday conflict.

You will become an Accredited Negotiator and Conflict Management Specialist by AOI / EICR.

WHERE

Gate Village, DIFC Dubai

WHEN

10-12 November 2025

COST

Price Per Person

Early Bird- By 25 September, 2025	Full Price
\$1750 USD	\$2000 USD

WHY

We believe that strong negotiation skills can help people in all industries by improving their communication. The ability to negotiate can change how you perceive conflict; how you deal with it and can help you resolve the conflicts which arise across all areas of your life. In addition to this, our training helps delegates understand the principles behind negotiation, including cross-cultural issues.

ENROLMENT

To book your place and for further information, please visit:
www.adrodrinternational.com/executive-negotiation-conflict-mgt-course.
 For questions, please do not hesitate to contact our dedicated team via email
info@adrodrinternational.com or call our office on +44 (0) 7823 663175.



DDRS - DIGITAL DISPUTE RESOLUTION SPECIALIST

The Executive Negotiation and Conflict Management Skills Course is AOI and EICR's flagship programme held annually in Dubai.

The Executive Negotiation and Conflict Management Skills course is a key component of becoming a digital dispute resolution specialist. A DDRS is an individual who can navigate or manage parties/clients through online processes that include, Negotiation, Mediation, Arbitration and Litigation (ODR).

The DDRS qualification will add a multi-disciplinary aspect to your practice, which in turn will make you stand out significantly in today's competitive job market. In addition, it will allow you to navigate the complex range of dispute resolution and thus, be acknowledged as one of the most highly qualified ADR professionals globally.

HOW DO I BECOME A DDRS?

To achieve the DDRS qualification, you must have completed the following:

Stage 1

Become a law graduate

Stage 2

Be an accredited mediator, certified negotiator and associate arbitrator

Stage 3

Complete training in Online Dispute Resolution

Stage 4

Complete a 5,000 word supervised paper on a topic that is relevant to DDRS. (possibly applicable based on previous education)

*Stages 2 to 4 can be completed with ADR ODR International.

DR. ZOE GIANNOPOULOU

Supreme Court Lawyer, Accredited Mediator, Negotiator, Trainer and Co-Head of the School of Negotiation



Zoe is a practicing Lawyer and Mediator and holds an LLM and a PhD on European and Economic Law. She is an Accredited Mediator and Trainer at the Greek Ministry of Justice, an accredited Family Mediator, an accredited Online Mediator, an accredited Peer Mediation Trainer and an accredited Workplace Mediator, a Mentor and a Coach.

Zoe entails extensive negotiation background knowledge (Harvard Masterclass on Negotiation) and specializes in the Psychology of Negotiation and Conflict Resolution. She is a Negotiation Trainer and the National Representative for Greece at the "International Negotiation Competition".

Zoe is recognized in Who's Who Legal Mediation as a global leader and has trained thousands of mediators and negotiators all over the world. She has been providing her expertise to the Greek Ministry of Justice, the National School of Judges, Bar Associations, Chambers of Commerce, ERA, ACT, IHU, UIA and FRA and since 2014 she is an MBA Lecturer at the American College of Thessaloniki in the field of Conflict Prevention and Resolution.

Zoe is a Facilitator at the OECD Panel (2020-2026) and a member of the Hellenic Ombudsman for Banking – Investment Services Panel. Zoe served as the Deputy President of Mediators Accreditation Committee at the Ministry of Justice, Greece (2014 -2017) and as a Member of the working committee on the implementation of ADR Consumer Disputes Directive as a representative of the Hellenic Ministry of Justice.

Zoe is the founding member and Director at the European Institute for Conflict Resolution, a non-profit organization and has also created an application for the promotion Of Mediation and Conflict Resolution.

Zoe is also a Member of Athens Mediation and Arbitration Organization (EODID) and a Member of the scientific committee of Greek Alternative Dispute Resolution Promotion Organization (OPEMED).

RAHIM SHAMJI

Barrister, Mediator, Negotiator, Trainer & Associate Arbitrator, Head of Training Faculty and Co-Head of the School of Negotiation



Professional Experience

Founder & Chief Executive - ADR ODR International
Barrister - Gatehouse Chambers
Director of Education and Training - 2011-2016
Harvard - Programme on Negotiation Masterclass - 2014

Area of Expertise

Civil/Commercial, Family Business, Hybrid, Workplace
ODR expert and International Conflict

Professional Memberships

The Bar Council of England and Wales
Singapore International Mediation Institute (SIMI)
International Mediation and Conciliation Programme
Qualified in 2005 as a Mediator

Languages

English, Gujarati and Hindi

Mediation and Negotiation Experience

Since qualifying as a Barrister in 2000, Rahim has had a passion for resolving conflicts involving individuals, organisations and institutions either by negotiating or mediating. His interest was accelerated in 2005 when he qualified as a Mediator. Subsequently Rahim used his negotiation and mediation skills as a trainer in over 30 countries across North America, Europe, Africa and Asia.

Rahim is an accredited Master Class Negotiator from Harvard Law School, which adds an extra dimension to his negotiation and mediation skills.

Rahim has a passion for understanding cross-cultural issues in conflict and the role that culture can play in helping to produce a better and more practical settlement. He also has a keen interest in how the digitalisation of dispute resolution can persist in finding faster and more appropriate resolutions to disputes.

Rahim teaches classes on conflict resolution and is a guest lecturer and trainer on several conflict management programmes globally.



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