Negotiation and Escalation for Risk Managers Training Course

Professional Development Training Course Outline

Category	Risk Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's volatile, uncertain, complex, and ambiguous (VUCA) business landscape, effective Risk Management transcends mere compliance and technical analysis. The ability to successfully negotiate risk responses and manage escalation of high-impact threats is a critical competence for all modern risk professionals. Negotiation and Escalation for Risk Managers Training Course is specifically designed to transform risk managers into strategic communicators and persuasive negotiators, moving beyond reactive avoidance to proactive risk optimisation. We focus on equipping participants with advanced skills in stakeholder engagement, conflict resolution, and data-driven decision-making under pressure, ensuring they can secure the necessary resources and alignment for robust Enterprise Risk Management (ERM).

The program directly addresses the complex interpersonal and political dynamics inherent in securing buy-in for risk mitigation strategies, especially when faced with conflicting priorities or resource constraints. Participants will master proven de-escalation techniques and learn to craft compelling risk narratives that resonate with executive leadership and diverse stakeholders. Through experiential learning and realistic case studies, this training shifts the risk professional's role from a technical expert to an influential business partner, capable of navigating the most challenging risk-related discussions to achieve optimal risk-reward outcomes and bolster organisational resilience.

Programme Curriculum

Negotiation and Escalation for Risk Managers Training Course

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Course Duration

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Course Objectives

1. Master the principles of Integrative Negotiation tailored for complex Risk Mitigation and Control Implementation scenarios.
2. Develop persuasive communication and Executive Presence to influence C-Suite decisions on significant Risk Appetite and tolerance matters.
3. Apply advanced Conflict Resolution models and De-escalation Techniques in high-stakes Crisis Management and audit findings discussions.
4. Formulate robust Escalation Frameworks and Governance Protocols for timely reporting of emerging and Systemic Risks (Black Swan events).
5. Utilise BATNA (Best Alternative to a Negotiated Agreement) and ZOPA (Zone of Possible Agreement) in contractual Risk Transfer
6. Navigate challenging Stakeholder Engagement and manage diverse interests in cross-functional Cybersecurity Risk or Geopolitical Risk discussions.
7. Leverage Data Visualisation and Risk Metrics (KRIs - Key Risk Indicators) to anchor negotiations in objective, Data-Driven Decision-Making.
8. Recognise and counteract Cognitive Biases that derail rational risk-related negotiations and resource allocation.
9. Build a Risk-Aware Culture by negotiating the embedding of risk management into routine business processes
10. Address the nuances of negotiating Reputation Risk and ESG (Environmental, Social, Governance) initiatives with external parties and pressure groups.
11. Practice strategies for managing Internal Conflicts and resistance to change regarding new Regulatory Compliance requirements.
12. Design clear Contingency Plans and negotiate resource commitments for timely Business Continuity and disaster recovery.
13. Enhance Emotional Intelligence (EQ) for reading non-verbal cues and managing personal stress during intense, high-pressure negotiations.

Target Audience

1. Enterprise Risk Managers (ERM) and Directors

2. Compliance and Internal Audit Professionals
3. Project and Program Managers with high-risk portfolio oversight
4. Operational Risk and Business Continuity Specialists
5. Supply Chain and Vendor Risk Managers
6. Cybersecurity and IT Risk Leaders
7. Financial Risk Analysts and Treasury Professionals
8. Senior Managers and Executives with direct risk oversight responsibilities

Course Modules

Module 1: The Risk Manager as a Strategic Negotiator

- Shifting from risk avoidance to risk optimisation and value creation.
- The three dimensions of negotiation.
- Identifying and leveraging sources of power and influence
- Understanding the counterparty's interests, not just their positions on risk controls.
- The Risk-Resource Allocation Case Study.

Module 2: Advanced Conflict Resolution and De-escalation

- Analyzing the five primary Conflict Management Styles and their impact on risk outcomes.
- Applying the Crisis De-escalation Model to manage highly contentious risk disputes.
- Techniques for managing emotional responses, aggression, and defensive behaviours in stakeholders.
- Conducting effective mediation when internal departments are in conflict over risk ownership.
- The Regulatory Conflict Case Study.

Module 3: Negotiation Planning and Strategy for Risk

- The comprehensive 7-Step Negotiation Preparation framework for high-stakes risk discussions.
- Calculating your BATNA and establishing a clear Reservation Point for risk transfer and acceptance decisions.
- Strategies for claiming and creating value in a risk negotiation
- Developing and testing a clear, concise Negotiation Script for key risk arguments.
- The Vendor Contract Case Study.

Module 4: Effective Risk Communication and Persuasion

- Structuring a Compelling Risk Narrative that links mitigation to business strategy and ROI.
- Using anchoring and framing techniques to influence stakeholder perception of risk severity.
- Mastering the use of Visual Aids and Risk Heat Maps to simplify complex information for the C-Suite.
- Practicing Active Listening and reading non-verbal communication to uncover hidden concerns.
- The Board Reporting Case Study.

Module 5: Formal Escalation Frameworks and Governance

- Designing clear Escalation Triggers based on Impact/Likelihood criteria and velocity.
- Defining the roles, responsibilities, and authority levels within the Escalation Matrix.
- The process of formally raising a risk from operational level to Enterprise Risk Committee and Board.
- Establishing Early Warning Indicators and reporting frequency for rapid risk evolution.
- The Project Go-Live Escalation Case Study.

Module 6: Negotiating for Resources and Buy-in

- Techniques for securing budget and personnel for Risk Control and mitigation projects.
- Overcoming the common objection
- Negotiating a favourable split of costs and responsibilities in Joint Venture or partnership risk-sharing agreements.
- Gaining commitment for integrating risk management practices into business-as-usual
- The Cross-Functional Buy-in Case Study.

Module 7: Dealing with Difficult Negotiators and Tactics

- Identifying and categorizing common Difficult Negotiator Styles.
- Strategies for responding to Aggressive Tactics and unfair bargaining techniques ethically and effectively.
- Techniques for saying "No" or "Not Yet" while preserving the professional relationship.
- Managing Multi-Party Negotiations and coalition-building in complex internal risk committees.
- The Internal Conflict Case Study.

Module 8: Cultural and Ethical Considerations in Risk Negotiation

- Understanding the impact of Organisational Culture and risk tolerance on negotiation style.
- Addressing Ethical Dilemmas when negotiating risk trade-offs
- Best practices for documenting negotiation outcomes and risk acceptance decisions for Audit Trail.
- The role of a risk manager's Integrity and Trustworthiness in successful long-term negotiations.
- The Geopolitical Risk Case Study.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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