

Programme on

CONFLICT MANAGEMENT AND NEGOTIATION SKILLS

December 11 - 13, 2017



PROGRAMME OVERVIEW

Programme is designed to provide platform for reflection and deliberation upon challenging situations requiring astute conflict handling strategies and the process of negotiating with different competing interest groups. One of the strategies that are likely to be more successful in this endeavor is 'Collaboration'. However, collaborative solutions are unique, risky and do not guarantee intended response from the other stakeholders. Programme will help participants explore these challenges and assist in identifying coping strategies.

Programme is designed to develop relevant skills and focus is on customized and individual oriented learning. Primarily, simulations and other modern didactic techniques will be used. This will lead to honing of Individual skills that are crucial in success or failure in managing conflict and doing successful negotiations.

Participants will learn to deal with and negotiate intrapersonal issues like conflict because of 'Ageing' process, interpersonal issues like 'Boss-Subordinate' conflict, institutional conflict like 'Administration vs. Line Department' and societal conflict like 'Land Acquisition' or 'Age and Gender Diversity'.

OBJECTIVES

- Facilitate understanding the individual role in conflict and negotiation process in the context of Public Governance
- Help in developing skills required for effective and successful conflict handling and negotiations

EXPECTED OUTCOMES

At the end of this module, participants will:

- gain a better understanding of the key competencies required for effective conflict management and negotiations
- become aware of enhanced competencies and build better engagement within the department/s and with partners
- be able to address challenges at the workplace by developing appropriate solutions thereby making a difference within their organizations in effective management of conflict and negotiations

Competencies which are addressed in this module include

- self-awareness
- working collaboratively
- solutions within constraints
- coordinating for action
- initiating change
- influencing to achieve goals
- learning agility
- leading in conflict situations

PROGRAMME CONTENT

- Know self and others
- Creating your Immunity map
- Effective Communication
- Pre-mortem on Conflict Management
- Stakes and Stakeholders: Navigating through Competing Interests
- Negotiations: Introduction to Multi party and Multi Issues
- Negotiation: Simulation
- Problem Solving and Decision Making
- Influencing and Leadership in Conflict and Negotiations
- Values and Ethics
- Out Bound Activity
- Preparation of Personal Action Plan
- Role of Emotions in Conflict Management and Negotiations
- Managing Change

PEDAGOGY

Training methods for this programme include experience based learning techniques such as simulations, exercises, group work and interactive sessions.

ELIGIBILITY

Senior and middle level executives of public and private sector organisations, financial institutions and government departments are eligible to participate in this Programme.

VENUE

The Programme is fully residential and the participants will be accommodated in air-conditioned single rooms. The College does not provide accommodation for the family. Transport between Airport/ Railway Station and venue will be arranged by the College. The College is WiFi enabled in a comprehensive way.

DURATION

The Programme duration is from December 11-13, 2017. The participants are expected to arrive a day before the commencement and may leave after the conclusion of the Programme.

PROGRAMME FEE

Rs. 34,000/- (US \$1495 for foreigners) plus 18% GST per participant will be charged to cover tuition, board and lodging, courseware (in electronic form) and other facilities of the College including internet usage.

Rs.28,000/- plus 18% GST will be charged per Indian participant (not availing hostel accommodation) to cover tuition, course ware (in electronic form) working lunch and other facilities of the College including internet usage.

A discount of 10% on the Programme fee for three or more participants from the same organisation will be given, provided the payment is made in to our Bank account before December 8, 2017. Bank details are given below.

For Foreign Participants:

Receiver's	Bank of America, New York (SWIFT: BOFAUS3N)
Correspondent Bank	Via Chips ABA 0959 for Account UID 002473 Via Fedwire 026009593
For Credit of	State Bank of India, Treasury Department, Mumbai, India, SWIFT BIC – SBININBBH04 Nostro A/c No.6550992180.
Ultimate Beneficiary	Administrative Staff College of India, Account No.62090698960, State Bank of India, Bellavista, Raj Bhavan Road Branch, Hyderabad.

For Indian Participants :

Bank Particulars

Bank Name	State Bank of India
Address line 1	6-3-1092, 1st floor, A Block
Address line 2	Bellavista Branch, Raj Bhavan Road
Address line 3	Hyderabad – 500 082
Beneficiary Account Name	Administrative Staff College of India
Bank Account Number	62090698675
Bank MICR No	500002306
NEFT IFSC Code	SBIN0020063

Organisational sponsorship is essential

Note: Details of Bank / Wire transfer may be sent to fo@asci.org.in for confirmation.

MEDICAL INSURANCE

The nominees are requested to carry with them the proof of Medical Insurance. The sponsoring agency is required to endorse the nominee's medical coverage in the event of hospitalization.

LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date is November 27, 2017. Kindly contact Programme Officer for further information (contact details are given at the end of the nomination form).

LAST DATE FOR WITHDRAWAL

December 4, 2017. Any withdrawals after this date will entail forfeiture of fee paid, if any.

ASCI ALUMNI ASSOCIATION

Participants of the College programmes will automatically become members of the ASCI alumni association.

CERTIFICATE OF PARTICIPATION

The College issues a Certificate of Participation on conclusion of the programme.

Programme Director

Dr. Harsh Sharma

E-mail : harsh.sharma@asci.org.in

ASCI MANAGEMENT DEVELOPMENT PROGRAMMES FOR 2017-18

MANAGEMENT DEVELOPMENT PROGRAMMES

Effective Land Acquisition, Resettlement & Rehabilitation (LARR)	09-Oct-2017	13-Oct-2017
Programme for Young Managers	30-Oct-2017	03-Nov-2017
"General Management Programme for Middle Level Executives"	30-Oct-2017	09-Nov-2017
MDP for Women Executives	20-Nov-2017	24-Nov-2017
General Management Programme for Senior Executives (SEC)-130	08-Jan-2018	02-Feb-2018
ASCI-NRCR Joint Certification Course on Improved Management of Land Acquisition, Resettlement & Rehabilitation (LARR)	29-Jan-2018	09-Feb-2018

ECONOMICS

Financial Systems, Management and Accountability in Government - New Delhi	12-Nov-2017	16-Nov-2017
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FINANCE

Credit Monitoring & Follow-up in Banks/FIs	22-Nov-2017	24-Nov-2017
Finance for Non-Finance Executives	05-Dec-2017	07-Dec-2017
Strategies for Cost Leadership	08-Jan-2018	10-Jan-2018
Treasury and Risk Management in Banks/FIs	22-Jan-2018	24-Jan-2018
Business Collaborations - Strategic Alliances, Joint Ventures and Acquisitions	30-Jan-2018	01-Feb-2018
Business Risk Management	05-Feb-2018	09-Feb-2018
Advanced Financial Management	13-Feb-2018	15-Feb-2018
Evaluating and Financing Public Private Partnership Projects	26-Feb-2018	02-Mar-2018

HEALTHCARE MANAGEMENT

Certificate Course in Healthcare Quality	10-Jan-2018	12-Jan-2018
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HUMAN DEVELOPMENT

Risk Management, Quality and Audit in Hospitals	25-Oct-2017	27-Oct-2017
Best Practices and Innovations in Health Care Delivery	15-Nov-2017	17-Nov-2017
Educational Leadership for Senior Level Officials of Universities/ Educational Institutions	22-Jan-2018	24-Jan-2018

HUMAN RESOURCE MANAGEMENT

Leading with Emotional Intelligence	23-Oct-2017	27-Oct-2017
Effective Trade Union Management	06-Nov-2017	10-Nov-2017
Improving Work Culture	20-Nov-2017	22-Nov-2017
Good Governance and Sustainability through HR Practices	27-Nov-2017	29-Nov-2017
Individual Excellence for Organizational Effectiveness	27-Nov-2017	01-Dec-2017
Leadership Engagement and Development	04-Dec-2017	08-Dec-2017
Conflict Management and Negotiation Skills	11-Dec-2017	13-Dec-2017
Team Dynamics- Activity Based Approach	11-Dec-2017	15-Dec-2017
Leadership Skills Development	18-Dec-2017	22-Dec-2017
Values Driven Leadership	08-Jan-2018	10-Jan-2018
Effective Learning and Development	08-Jan-2018	12-Jan-2018
Communication Skills for Managers	29-Jan-2018	02-Feb-2018

Building and Leading Effective Teams	05-Feb-2018	09-Feb-2018
Enhancing Interpersonal Effectiveness through Transactional Analysis	05-Feb-2018	07-Feb-2018
Positive Organizational Behaviour	12-Feb-2018	14-Feb-2018
"Strategic Human Resource Management with International Study Tour (Singapore and Malaysia)"	12-Feb-2018	24-Feb-2018
Decision Making for Effective Leadership	19-Feb-2018	23-Feb-2018
Strategic Human Resource Management	26-Feb-2018	02-Mar-2018
Managing Creativity & Innovation	06-Mar-2018	08-Mar-2018

INFORMATION TECHNOLOGY

Leveraging Big Data and Analytics	20-Dec-2017	22-Dec-2017
IT Enabled Knowledge Management	29-Jan-2018	31-Jan-2018
e-Learning and Digital Education	26-Mar-2018	28-Mar-2018

INFRASTRUCTURE DEVELOPMENT

Homes for All: Attaining the National Agenda	23-Nov-2017	25-Nov-2017
Urban Infrastructure Project Preparation and Management	22-Feb-2018	24-Feb-2018

INNOVATION AND TECHNOLOGY

Strategic R & D Management	11-Dec-2017	13-Dec-2017
Managing Strategic Innovation	22-Jan-2018	24-Jan-2018

MARKETING

Customer-Centric Brand Management	04-Sep-2017	06-Sep-2017
Creating Social Value Through Corporate Social Responsibility	11-Dec-2017	13-Dec-2017

OPERATIONS

Procurement Procedures for World Bank Aided Projects	06-Nov-2017	17-Nov-2017
Project and Contract Management	08-Jan-2018	12-Jan-2018
Procurement Procedures for World Bank Aided Projects	12-Feb-2018	23-Feb-2018

PUBLIC POLICY GOVERNANCE AND PERFORMANCE

Translating Entrepreneurship to Enterprise	04-Dec-2017	08-Dec-2017
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STRATEGIC MANAGEMENT

Driving performance through Transformational Leadership	19-Feb-2018	23-Feb-2018
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URBAN GOVERNANCE

"International Certification Programme - Change Management for Achieving Continuous Water Supply for All in Urban Areas - Phase - I Study Tour: (India & Tel Aviv & Jerusalem in Israel) - Phase - II	ASCI	ASCI
"International Training Programme on Smart Cities - Study Tour: (India & China)"	Intimate Later	Intimate Later
Towards Universal Sanitation in Urban Areas	23-Oct-2017	31-Oct-2017
GIS for Urban Development	11-Dec-2017	13-Dec-2017
Public Private Partnership in Urban Infrastructure & Service Delivery	18-Jan-2018	20-Jan-2018
Integrated Solid Waste Management	07-Feb-2018	09-Feb-2018
	12-Mar-2018	14-Mar-2018



Administrative Staff College of India

Bella Vista, Raj Bhavan Road, Khairatabad, Hyderabad - 500 082, India.

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Delhi Campus

C-24, Institutional Area

South of IIT, Behind Qutub Hotel

New Delhi - 110 016

Phone Nos: 011 - 26962204, 26961750, 26961850

Website : <http://www.asci.org.in>



ADMINISTRATIVE STAFF COLLEGE OF INDIA

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Dr. Harsh Sharma
Programme Director

September 4, 2017

**Programme on
CONFLICT MANAGEMENT AND NEGOTIATION SKILLS
(December 11 - 13, 2017)**

Dear Sir/Madam,

In complex business environment wherein multiple stakeholders having conflicting interests need to be managed to achieve organizational objectives, competencies to handle conflict and effectively negotiate can be key differentiator for successful managers. Keeping this in mind, we at Administrative Staff College of India are continuously looking for ways and methods to help middle and senior level managers to acquire these competencies. The present programme is designed taking into account organizational reality and findings from cutting edge research.

Therefore, the course is individual centric and takes a holistic interdisciplinary approach to the issues of conflict management and negotiations. Many other programmes primarily either focus on psychological aspects or sociological aspects or economic aspect or philosophical aspects of the conflict and negotiations. Our intent is to focus on interwoven tangible issues and analyze from the various perspective as situation on ground is very messy and identification of doable steps require comprehensive understanding of individual, interpersonal, social and institutional issues.

Programme delivery will be learner centric involving real life simulations and a lot of space for individual reflection. In a nut shell course offers opportunity for guided discovery/realization of conflict handling and negotiations strategies and tactics rooted in Indian context.

The brochure which gives further details together with a nomination form is enclosed. For multiple nominations, you may use photocopies of the form. Alternatively, the form can be accessed from our website. The last date for receipt of the nomination along with the fee is November 27, 2017.

If you need any additional information regarding this programme, please do contact me or our Programme officer.

Please note that the nominees are requested to carry with them the proof of Medical Insurance. The Sponsoring Agency is required to endorse the nominee's medical coverage in the event of hospitalisation.

We look forward to receiving your nomination(s) at the earliest.

Yours sincerely,

Harsh Sharma

Encl: Programme Brochure & Nomination Form



ADMINISTRATIVE STAFF COLLEGE OF INDIA
Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, India

**Nomination Form
Programme on
CONFLICT MANAGEMENT AND
NEGOTIATION SKILLS
(December 11 - 13, 2017)**

Nominee's Contact Information

Name (Mr/Ms) _____	Date of Birth : _____
Designation : _____	Qualification : _____
Organisation : _____	
Address : _____	
Phone(s) : Office: _____ Mobile: _____ Home: _____	
e-mail : _____	Fax : _____

Sponsors Details

Name of the Sponsoring Authority: _____	Designation: _____
Organisation : _____	
GSTIN Number: _____	
Address : _____	
	Pincode : _____
Phone(s) : Office: _____ Mobile: _____	
e-mail : _____	Fax : _____

Fee particulars

Amount Payable :	Mode of Payment (DD/Ch/NEFT) :
Name of the Bank :	Date of Instrument/Transfer :
Instrument Number :	UTR Number for NEFT

Medical Insurance :

Name of the Insurance Agency	Policy Number	Validity upto

Note: Coverage should be available in Hyderabad, India.

Signature of the Sponsoring Authority :

NOTE : Forward nomination form to : **Ms. Naga Swapna Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad - 500 082. Phone: 0091-40-66534247, 66533000, Mobile: 09246203535, Telefax: 0091-040-23324365, Fax: 0091-040-66534356, e-mail: poffice@asci.org.in