

CONFLICT MANAGEMENT AND NEGOTIATION SKILLS

(Simulations based Learning Approach)

Programme Overview

Programme is designed in view of an overwhelming need to deal with conflict in our social and official domains. 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. This also has an impact in formal and informal negotiation where in parties having common agenda but different objectives have to reach a win-win resolution.

Individual skills in understanding and establishing relationship are crucial in her success or failure in managing conflict and doing successful negotiations. Programme is designed to develop these skills and focus is on customized and individual oriented learning. Primarily, business simulations and other modern didactic techniques will be used.

This will help participants to deal with and negotiate issues like intrapersonal issues like conflict because of 'Ageing' process, interpersonal issues like 'Boss-Subordinate' conflict, institutional conflict like 'Trade Unions vs. Management' or typical 'Buyer and Seller' conflict and societal conflict like 'Land Acquisition' or 'Age and Gender Diversity'.

Impact

- ◆ Facilitate understanding the individual role in conflict and negotiation process
- ◆ Help in developing effective and successful conflict handling and negotiation strategies

Participant Profile

Senior and middle level executives of public and private sector organisations, financial institutions and government departments, specially dealing with internal and external stakeholders are eligible to participate in this programme.

Programme Director

Harsh Sharma

Dates : 11–13 December 2017

Fee : ₹ 34,000/-
(US \$ 1495) +
Applicable Service Tax