

GENERAL OBJECTIVES

Common in today's workplace environment are changing organizational structures, increased team interactions, and competitive challenges for corporate positioning. For these reasons, it is critical for individuals to develop skills in communication to effectively handle conflict in a wide variety of workplace situations. Because conflict management is so vital for career success, every leader and manager must learn the skills for effectively managing conflict in today's workplace environment.

AUDIENCE

Executives, managers, supervisors, team leaders, team members and anyone else who is required to meet the challenge of changing negative personality attitudes in the workplace, as well as creating positive thinking individuals and positive thinking organization.

LEARNING OUTCOMES

- Understand general causes of conflicts Understand conflict management styles
- Conduct effective negotiations and mediations
- Know how to change your perspective of conflict
- To understand the importance of good negotiation skills
- Identify the five different ways people deal with conflict

COURSE CONTENT

- General causes of conflicts (Goal, Cognitive, Affective & Procedural Conflict)
- Negotiation
- What is a difficult person?
- Values and valuing differences
- Recognizing conflict and potential conflict situations
- Emphasized communication skills
- Importance of assertiveness
- Influencing power and skills
- Taking responsibility as appropriate
- Proactive steps to problem resolution
- Dealing with a difficult boss, colleague, employee

COURSE SCHEDULE

18 hours

TRAINING STYLE

Workshops are interactive with lots of group discussion, group presentations of ideas, problem solving exercises, role-plays and action planning.

RESOURCE PERSON

Dr. Sudhakar Kota, Associate Professor and head Academic quality at Skyline University College is basically an educationist with 27 years of teaching experience at higher education level. As an entrepreneur he owned a consultancy firm through which he provided consultancy, marketing research services, training and development to profit and nonprofit making organizations. As an academician and head of quality assurance department he has made immense contribution in designing the systems, implementing quality standards, developing measuring tools for measuring academic quality and training faculty members in enhancing academic quality.

Dr. Anil is an alumnus of IIM-A. He has done his Ph.D in the area of Marketing and has worked with Sarabhai Chemicals for more than 20 years in the field of Marketing. He also has done a diploma in Marketing from Wharton University. He believes in continuous learning and always ready to learn new things and update himself with the contemporary issues in Management. He is also a consultant for many educational institutions and Pharma companies in India and Middle East. He worked as General Manager –Marketing with VETLINE a unit of Simfa labs in Indore from 2005 to 07 before entering the field of academics. He worked in Dilla University in Ethiopia for two years and is presently working as Associate professor in Marketing for MBA in Skyline University. He has attended many International conferences across the globe

Dr. Ajith Kumar.V.V has done his Ph.D in the area of Industrial Relations and has done his MBA in Human Resource Management. His research areas are Leadership, HR flexibility and Diversity Management. He has conducted many executive programs in the areas of Leadership, Conflict & Negotiation to employees of corporates like Gulf air, Wipro etc. He has 17 years of teaching experience in reputed business schools like ICFAI, Symbiosis Institute of Business Management in India.