



SCMHRD



SYMBIOSIS
INTERNATIONAL (DEEMED UNIVERSITY)

WORKSHOP ON CONFLICT MANAGEMENT AND NEGOTIATION SKILLS

At SCMHRD,
Hinjawadi, Pune

About SCMHRD

Born out of the vision of Dr. S. B. Mujumdar In 1993, SYMBIOSIS CENTRE FOR MANAGEMENT & HUMAN RESOURCE DEVELOPMENT (SCMHRD) is one of the renowned B-Schools of the country. SCMHRD was initially known primarily for its HR program which is deemed to be the third best in the country. But in recent times, it has also carved a special niche for itself in the fields of Marketing, Finance, Operations, Business Analytics and Infrastructure Management. Also SCMHRD is the first B-School in the Symbiosis family pursuing AACSB accreditation, and it is now in the final stages for it.



OBJECTIVES OF THE WORKSHOP

- To understand the concept of Conflict and evaluate both the positive and negative aspects of conflict.
- To apply, analyze and evaluate the practical skills required to resolve conflicts through negotiations
- To develop behavioral competencies for managing conflict and doing successful negotiation in work environment

TOPICS COVERED IN THE WORKSHOP

NATURE OF CONFLICT

- Defining and threshold of Conflict
- Power and conflict.
- Negative and Positive aspects of conflict.
- Impact of unattended conflict.

INTRAPERSONAL CONFLICT IN ORGANIZATIONAL CONTEXT

- Types of Intrapersonal Conflict
- Role Conflict
- Role Ambiguity

INTERPERSONAL CONFLICT

- Personality and its impact on conflict- handling
- Styles of Handling and consequences of Interpersonal Conflict
- The Prisoner's Dilemma
- Managing Interpersonal Conflict
- Strategies for dealing with conflict resolution in electronic communication
- Intrapersonal vs Interpersonal Conflict management

NEGOTIATION AND PROBLEM SOLVING

- Nature, Process and Types of Negotiations
- Preparing for Negotiation
- Negotiation Process
- Evaluation of Negotiation Process
- Individual negotiation style
- Ethical considerations in Negotiation

IDENTIFYING AND NEUTRALIZING THE DIRTY TRICKS IN NEGOTIATIONS

DELIVERABLES

CERTIFICATE FOR SUCCESSFUL COMPLETION OF THE WORKSHOP