

Kingshuk Bhadury Training Consultancy
Specialist in Behavioral & Soft Skills Training

accentuating performance...



Conflict Management

***C-302, Simran Corner, Near Govind Garden Restaurant,
Pimple Saudagar, Aundh Annexe, Pune-411027***
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1 Day Workshop on **Conflict Management**

Conflict is present in every organization, and if people are resolving their conflicts with win-win outcomes, the result is effective teamwork. But if conflicts aren't resolved, working relationships erode and the result is a growing morale problem that needs attention.

Most people don't really think about how they approach conflict. It just happens. When conflicts arise we tend to play out our roles like scripts based on our behavioral and conflict styles. Effective conflict management can only be achieved when an individual begins to really see how her or his conflict style is actually self-destructive.

The workshop examines conflict styles and allows participants to really see their own self-destructive behavior patterns. Through behavioral style assessments, interactive discussions, role play and effective training, it will help participants to change the way they view and handle daily conflict. The result is a re-alignment of attitudes and a tremendous increase in teamwork.

This workshop will help you in,

- ✓ ***Understanding the sources of conflict and its role in forming and facilitating people relationships***
- ✓ ***Reducing your fear of conflict***
- ✓ ***Creating an environment of win-win conflict management through effective problem solving***
- ✓ ***Listening to others with concern and understanding effective ways to negotiate and achieve conflict resolution***
- ✓ ***Giving and receiving feedback more effectively***
- ✓ ***Confronting others in a more caring and constructive way***
- ✓ ***Building personal self-confidence and credibility as an effective conflict manager***



Workshop Contents:

Pain & Pleasure of Conflicts	Intra-personal Conflict Management
Inter-personal Conflict Management	Inter-group Conflict Management
Conflict Continuum- Your Style	Managing Others Conflicts
Giving & Receiving Feedback	Win-Win Conflict Resolutions
Moving Beyond Emotions	Assertiveness & Negotiation

Workshop Methodology:

The workshop has been designed such that you have a complete learning experience with thorough industry relevance. The following methodologies will ensure this...

- *Slide Presentation*
- *Management Games*
- *Discussions*
- *Group Exercises*
- *Role Plays, Simulations, Case Studies*



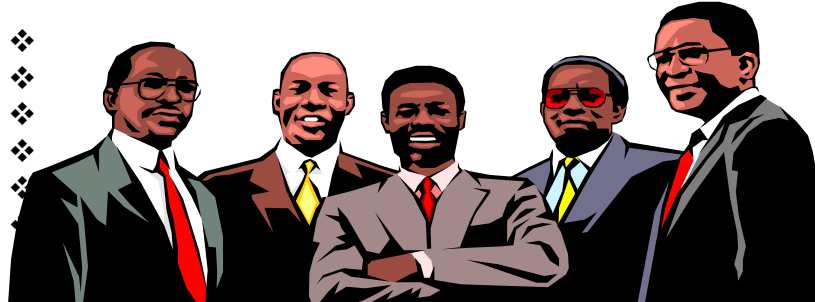
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OTHER KEY WORKSHOPS:



- ❖ **Customer Delight- “Delivering Customer Service Excellence”**
- ❖ **Art of Effective Selling**
- ❖ **Mastering Win- Win Negotiating Skills**
- ❖ **Interpersonal Communication**
- ❖ **Leadership & Team Building**
- ❖ **Presentation Skills**
- ❖ **Campus to Corporate (30 hours induction for new entrants)**
- ❖ **Conflict Management**
- ❖ **Time Management**
- ❖ **Train the Trainer**

For further details on each Workshop refer to www.kingshukbhadury.com

METHODOLOGIES:

PowerPoint Presentations, Role plays, Exercises, Video Clippings, Interactive Sessions, Group Discussions, Management Games & Exercises

Other than the programmes mentioned above, workshops are primarily customized as per requirement. For any further details on each of the workshops, feel free to get in touch.

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