

## OBJECTIVES

- ◆ *Understanding conflict and its pros and cons*
- ◆ *Understand the concept of Conflict Management and Behavioral Pattern*
- ◆ *Role of assertive communication in increasing competence and task efficiency*

## AUDIENCE

Lower and Middle  
Class Corporate  
Professionals

## BATCH SIZE

25 Participants

## DURATION

16 hours spread  
over two days

## REGISTRATION

Rs. 5000 per partici-  
pant + applicable tax-  
es\*

10% discount for or-  
ganizations for nomi-  
nating 2 participants  
and 20% discount for  
organizations for nom-  
inating 5 participants.



**SYMBIOSIS CENTRE FOR MANAGEMENT  
STUDIES, NOIDA  
CONSTITUENT OF SYMBIOSIS  
INTERNATIONAL (DEEMED  
UNIVERSITY)**

**MDP  
CONFLICT MANAGEMENT AND  
DISRUPTIVE BEHAVIOR FOR  
CORPORATE PROFESSIONALS  
MAY 3-4, 2019**



## REGISTRATIONS:

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## CONFLICT MANAGEMENT?

This program is aimed to increase competence through conflict management techniques and assertive communication. The main focus is on the workplace challenges and real – life problems that one faces in day to day work. It helps the participants to minimize or avoid their aggressive and submissive behavior pattern and increase their task efficiency and effectiveness through building positive working relationship.

## MODE OF DELIVERY

Training sessions are designed to be interactive, participative through following pedagogy-

- ◆ Case studies/role plays/examples
- ◆ PowerPoint Presentation
- ◆ Games and group-activities
- ◆ Audio and Video Clips

## COVERAGE

### UNDERSTANDING CONFLICT

Day 1

- ◆ Define Workplace Conflict
- ◆ Is conflict good or bad?
- ◆ Potential benefits of conflict and cost of conflict.

### CONFLICT COMPOSITION

Day 1

- ◆ The Four possible conflict outcomes.
- ◆ Conflict resolution styles.
- ◆ Self-Assessment - your preferred conflict resolution style

### CONFLICT RESOLUTION

Day 2

- ◆ Persuasion
- ◆ In-depth perception
- ◆ Using others to persuade
- ◆ Empathy
- ◆ Managing emotions.
- ◆ Behavior that build trust and credibility- A Review

### ASSERTIVE BEHAVIOR

Day 2

- ◆ Understanding Assertive and aggressive behavior
- ◆ How to be Assertive
- ◆ Importance of Assertive Communication
- ◆ The art of saying 'No'



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