Conflict Management and Negotiation Skills

September 28-30, 2015
MDI Campus, Gurgon
Negotiation is an important aspect of a manager’s daily life be it home, workplace or social environment. The need for negotiation is rooted in difference of opinions, perspectives, views and disagreement arising thereof. Conflicts are very natural to work and work organizations. Almost all managers have to deal with one kind of conflict or the other. There has been a huge transition in the way conflicts have been conceptualized over a period of time; right from bad and avoidable to good and desirable in a little amount. A better understanding of the concept can help managers and leaders develop appropriate conflict management skills that in turn will help them to develop effective negotiation skills. Negotiation skills come very handy in managing diverse set of people at work. The programme has been designed to impart knowledge and skills that would aid managers and leaders improve their performance and also the performance of the people around through effective negotiations.

**Background**

Negotiation is an important aspect of a manager’s daily life be it home, workplace or social environment. The need for negotiation is rooted in difference of opinions, perspectives, views and disagreement arising thereof. Conflicts are very natural to work and work organizations. Almost all managers have to deal with one kind of conflict or the other. There has been a huge transition in the way conflicts have been conceptualized over a period of time; right from bad and avoidable to good and desirable in a little amount. A better understanding of the concept can help managers and leaders develop appropriate conflict management skills that in turn will help them to develop effective negotiation skills. Negotiation skills come very handy in managing diverse set of people at work. The programme has been designed to impart knowledge and skills that would aid managers and leaders improve their performance and also the performance of the people around through effective negotiations.

**Objectives**

The objective of the three day programme is to impart conflict management and negotiation skills to the participants so that they become more functional in their roles in general and in business negotiations in particular. The participants shall build a wholesome conceptualization of conflict management and negotiation skills to create a win-win outcome. Participants shall also understand and appreciate the role of conflict and its imperatives both positive and negative. This understanding would facilitate them to be a more effective negotiator across various business and other kinds of negotiations. The emphasis will be more on developing behavioural competencies of managing conflict and doing successful negotiation in working environment.

**Contents**

The programme will cover the following aspects of Conflict Management and Negotiation Skills:

- Nature, Process and Types of Conflicts
- Stages of Conflict
- Psychological process in Conflict
- Intra and inter-personal Conflict
- Nature, Process and Types of Negotiations
- Preparing for Negotiation
- Negotiation Process
- Evaluation of Negotiation Process
- Ethical considerations in Negotiation
- Individual negotiation style
- Negotiating in hostile conditions

**Pedagogy**

The pedagogy will include lecture, discussion, exercises, role-plays, case analysis, experience sharing and video film analysis.

**For Whom**

The Program is most suited for junior and middle level executives in various functional areas of management and for leaders in different kinds of organizations like Police, PSUs, NGOs etc.

**Venue & Duration**

The programme is scheduled during September 28-30, 2015, on residential basis at MDI Campus, Mehrauli Road, Sukhrali, Gurgaon. Accommodation for participants would be available at MDI Campus from the after noon of September 27 to the fore noon of October 01, 2015.

**Registration & Fee**

Participants may be nominated by their organizations. The enclosed nomination form should be completed and returned to the Chief Administrative Officer (Programmes), Management Development Institute. The fee for the program is Rs. 36,000/- (Rupees Thirty Six Thousand only) per participant which includes professional fee & all charges for lodging and boarding and supply of course material. Service Tax as applicable will be charged extra in addition to the programme fee. Payment should be made by a crossed demand draft in favour of "Management Development Institute, Gurgaon (Haryana)," and sent to the Chief Administrative Officer (Programmes), Management Development Institute, MDI Campus, Mehrauli Road, Sukhrali, Gurgaon 122 007 (Haryana), INDIA.

Administrative Officer (Programmes), Management Development Institute, MDI Campus, Mehrauli Road, Sukhrali, Gurgaon 122 007 (Haryana), INDIA.
The last date for receipt of nominations is September 17, 2015. The last date for withdrawal of nominations is September 21. Any withdrawal received after this date will be subject to deduction as per the Institute's rules. However, substitution may be permitted.

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The last date for receipt of nominations is July 22, 2015 and the last date for withdrawal of nominations is August 12, 2015. Any withdrawal received after this date will be subject to deduction as per the Institute's rules. However, substitution may be permitted.

**Nominating Organizations are advised to await confirmation of acceptance of nomination(s) before sending the participants to the programme venue.**

**Enquiry Campus**

For any Additional information / enquiry, please write to: Chief Administrative Officer (Programmes), Management Development Institute,
Post Box No. 60, MDI Campus, Mehrauli Road, Sukhruli, Gurgaon – 122 007, Haryana, INDIA
E-mail : caomdp@mdi.ac.in
Tel No.: +91-124-4560004

**Programme Director**

Prof. Anil Anand Pathak
Email: apathak@mdi.ac.in Phone:+91-124-4560317

Prof. Anil Anand Pathak: B.Sc, MA (Psy.), Ph.D. (Nagpur University, Nagpur), FDP(IIMA)

**Experience**

Taught at Post Graduate Department of Psychology and Department of Business Management, Nagpur University, Nagpur for over four years. Taught at FORE School of Management, New Delhi for over two and a half years. Teaching at Management Development Institute since last 10 years. In all, over 17 years of teaching experience.

**Consulting**

1. SPMCIL (Security Printing & Minting Corporation of India Ltd.) New Delhi - Designing Corporate Plan and Conducting & Studying Customer Satisfaction Survey,
2. IPCL, Baroda 2006-2007 - Designing and Implementing “Train the Trainers” Program,
3. IPGL, Delhi - Designing MBO Program,
4. IPCL, Baroda 2007 - R&D Management,
5. IPGCL, Delhi - Turnaround Management,
6. A part of consulting team at FSM, New Delhi for Designing Psychometric test for MUL.

**Training**

Have conducted numerous training programs on behavioral aspects of management for companies like McDonalds (Individual Capacity), Coke, Fortis Healthcare Ltd. (Individual Capacity), JK Group, Apollo Tyres, Bank of Baroda, Power Grid (Individual Capacity), Bharat Electronics Ltd., Asea Brown Boveri, Life Insurance Corporation (Individual Capacity), NLC (Individual Capacity), ONGC, IOCL (Individual Capacity), Nestle, NHPC.

**Areas of Interest**

Behavioral Training, Careers in Organization, Personality, Survey Research and Psychological testing.
About MDI

The Management Development Institute (MDI) was established in 1973 with the active support of IFCI following an initial grant received from KFW, West Germany. The institute soon established itself as one of the earliest centers for continuing education in India.

As an endorsemce of its front runner position in the field of Post Graduate Education in Management in India, MDI's PGPM (a two-year full time MBA equivalent program) has been awarded "A" Grade by the National Board of Accreditation of All India Council for Technical Education (AICTE). Various surveys have ranked MDI among the top B-schools of the Country. The MDI is the first Indian B-school with Global accreditation AMBA-Association of MBAs, UK. The education programs comprise of two-year full-time PGPM, PGP-HR, PGP-IM, 15-month Executive PGBM, three-year Executive Management Program, Doctoral level PPM & EFPM, Post Graduate Program in Energy Management, and PG Diploma in Public Policy and Management. In addition to its academic programs, MDI has been a pioneer as well as a market leader in the area of continuing education in management. With over 35 years in this field, MDI conducts nearly 200 weeks of intensive short-term training programs each year, aimed at executives and managers from industry. Over 3000 managers participate in these programs each year. These include open programs, as well as customized organization specific training modules. The approach integrates latest knowledge with best practices through integrated business school activities enabling organizations in pursuit of excellence.

MDI offers consulting services in the different functional areas of management. The driving force at MDI is a dedicated team of distinguished faculty who has extensive experience and expertise in diverse fields. Over the years, there has been distinctive shift in emphasis from helping design and implement policies, systems and processes in functional domains to cross-functional domains. The institute is recognized by the industry (public and private), Central and State governments, and NGOs and is known for providing quality services to its clients. MDI always strives to provide high quality, cost-effective and timely services to the clients. It has remained contemporary through its primary focus on research, adapting to change and developing innovative strategies to facilitate the process of change in the dynamic business environment. The institute’s clients say that it has been able to add value to them by bringing in a strong cross-functional emphasis in their approach to carry out business.

As part of its strong research focus, MDI supports the following research initiatives:

- Centre for Supply Chain Management
- Centre for Excellence in Information Management
- Centre for Entrepreneurship
- Centre for Transformational Leadership
- Centre for Corporate Governance
- Centre for Responsible Business
- Centre for Positive Scholarship

MDI maintains high level of academic excellence in management. It has over 80 full-time faculties who have several years of experience having worked at senior positions in the industry. The faculty is thus able to deliver a healthy mix of practical insights and academic rigor in the classroom. MDI also has strong links with leading international B-schools. This aids in delivering a globalized management curriculum. As part of the global initiatives, student and faculty exchanges go on regularly. Joint research projects are also undertaken. Above all, MDI has a well developed state-of-the-art infrastructure, which includes a library with a collection of over 60,000 volumes, and online access to international journals, a computer center with over 500 PCs, air conditioned lecture halls and syndicate rooms, besides a host of other recreational facilities.

MDI's International Partners

MDI has active linkages with McGill University, Canada, University of Waterloo, Waterloo, School of Public Policy, George Mason University, USA, University of Connecticut, USA, Cambridge College, Massachusetts, USA, DeGroote School of Business, McMaster University, Canada, Robert H. Smith School of Business, University of Maryland, USA, Marquette University, Wisconsin, USA, Bentley College, USA, The University of North Carolina, Kenan-Flagler Business School, Chapel Hill, USA, North Carolina State University, Raleigh, North Carolina, USA, ESCP-EAP France, EOHEC Business School, France, The Institute d’Etudes Poliques de Paris (Sciences-Po), IAEAix-en Provence, France, Total Professors Association (TPA). Paris, Grenoble Ecole de Management, Grenoble, Bergische Universität Wuppertal, Wuppertal. HHL Leipzig Graduate School of Management, Leipzig, International University in Germany, Bruchsal. European Business School - Oestrich-Winkel, Frankfurt School of Finance & Management, Frankfurt, Vienna University of Eco. & Business Administration, Austria, Copenhagen Business School, Denmark, Aarhus School of Business, Denmark, Solvay Business School, Brussels, The Faculty of Applied Economics, University of Antwerp, Belgium, BI Norwegian School of Management, Norway, Universita Carlo Catanego. (LIUC), Italy, Bocconi University, Milano, Warsaw School of Economics, Poland, Graduate School of Business Economics, Higher School of International Commerce and Finance (WSH IFM), Warsaw, Middlessex University, London, UK, School of Management, Asian Institute of Technology, Thailand, Queensland University of Technology, Brisbane, University of the Free State, Bloemfontein, University of Otgo, Dunedin, Leon Recanati Graduate School of Business Administration, LAHAV Executive Education Centre, Faculty of Management, Tel-Aviv University, Tel-Aviv, Israel, University of Tampere, Finland, Labore University of Management Sciences (WMS), Pakistan, RSM Erasmus University, Roterda, Athens University of Economics and Business, Athens, Moscow Internaional Higher Business School “MIRBIS”, Moscow, Huazhong University of Science and Technology (HUST), School of Management, China. These linkages operate in the domains of exchange of students, faculty and knowledge. Some executive education programs are co-designed and delivered along with our partners. MDI now has developed a new niche market for foreign insitutions in conducing international executive development programs at MDI campus.