

Programme on
**CONFLICT MANAGEMENT AND
NEGOTIATION SKILLS**

December 9 - 11, 2019



ADMINISTRATIVE STAFF COLLEGE OF INDIA

PROGRAMME OVERVIEW

The Programme is designed to provide platform for reflection and deliberation upon challenging situations requiring astute conflict handling strategies and the process of negotiating with different competing interest groups. One of the strategies that are likely to be more successful in this endeavor is 'Collaboration'. However, collaborative solutions are unique, risky and do not guarantee intended response from the other stakeholders. Programme will help participants explore these challenges and assist in identifying coping strategies.

This Programme is designed to develop relevant skills and focus is on customized and individual oriented learning. Primarily, simulations and other modern didactic techniques will be used. This will lead to honing of Individual skills that are crucial in success or failure in managing conflict and doing successful negotiations.

Participants will learn to deal with and negotiate intrapersonal issues like conflict because of 'Ageing' process, interpersonal issues like 'Boss-Subordinate' conflict, institutional conflict like 'Administration vs. Line Department' and societal conflict like 'Land Acquisition' or 'Age and Gender Diversity'.

OBJECTIVES

- Facilitate understanding the individual role in conflict and negotiation process in the context of Public Governance
- Help in developing skills required for effective and successful conflict handling and negotiations

EXPECTED OUTCOMES

At the end of this module, participants will:

- gain a better understanding of the key competencies required for effective conflict management and negotiations
- become aware of enhanced competencies and build better engagement within the department/s and with partners
- be able to address challenges at the workplace by developing appropriate solutions thereby making a difference within their organizations in effective management of conflict and negotiations

Competencies which are addressed in this module include

- self-awareness
- working collaboratively
- solutions within constraints
- coordinating for action
- initiating change
- influencing to achieve goals
- learning agility
- leading in conflict situations

PROGRAMME CONTENT

- Know self and others
- Creating your Immunity map
- Effective Communication
- Pre-mortem on Conflict Management
- Stakes and Stakeholders: Navigating through Competing Interests
- Negotiations: Introduction to Multi party and Multi Issues
- Negotiation: Simulation
- Problem Solving and Decision Making
- Influencing and Leadership in Conflict and Negotiations
- Values and Ethics
- Out Bound Activity
- Preparation of Personal Action Plan
- Role of Emotions in Conflict Management and Negotiations
- Managing Change

PEDAGOGY

Training methods for this programme include experience based learning techniques such as simulations, exercises, group work and interactive sessions.

ELIGIBILITY

Senior and middle level executives of public and private sector organisations, financial institutions and government departments are eligible to participate in this Programme.

Organisational sponsorship is essential

VENUE

The Programme is fully residential and the participants will be accommodated in air-conditioned single occupancy rooms. The College does not provide accommodation for the family. Transport between Airport/ Railway Station and venue will be arranged by the College. The College is WiFi enabled in a comprehensive way.

DURATION

The Programme duration is from December 9 – 11, 2019. The participants are expected to arrive a day before the commencement and may leave after the conclusion of the Programme.

PROGRAMME FEE

Residential Fee: Rs. 37,500/- (US \$700 for foreigners) plus GST as applicable (presently 18%) per participant. The fee covers tuition, board and lodging, courseware (in electronic form) and other facilities of the College including internet usage.

Non-Residential Fee: Rs.31,500/- plus GST as applicable (presently 18%) per participant. The fee covers tuition, course ware (in electronic form) working lunch and other facilities of the College including internet usage.

A discount of 10% on the Programme fee for three or more participants from the same organisation will be given, provided the payment is credited into our Bank account before December 6, 2019.

Note: Kindly forward us the details of Bank/Wire transfer of fee payment indicating the Programme Code (Prg/19-20/1/42) to e-mail: poffice@asci.org.in for confirmation.

Bank details are given below:

For Indian Participants :

Bank Account Number	62090698675
Beneficiary Name	Administrative Staff College of India
IFSC Code	SBIN0020063
Bank Name	State Bank of India
Branch Address	Bellavista Branch, Raj Bhavan Road, Somajiguda, Hyderabad - 500 082

For Foreign Participants:

Bank Account Number	62090698960
Beneficiary Name	Administrative Staff College of India
Swift Code	SBININBBH04
Bank Name	State Bank of India
Branch Address	Bellavista Branch, Rajbhavan Road, Somajiguda, Hyderabad - 500 082.
Nostro Account (Optional)	6550992180

MEDICAL INSURANCE

The nominees are requested to carry with them the proof of Medical Insurance. The sponsoring agency is required to endorse the nominee's medical coverage in the event of hospitalization.

LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date for receiving nomination form is December 2, 2019 . Kindly contact Programmes Officer for further details (contact details are given at the end of the nomination form).

LAST DATE FOR WITHDRAWAL

December 3, 2019. Any withdrawals after this date will entail forfeiture of fee paid, if any.

ASCI ALUMNI ASSOCIATION

Participants of the College programmes will automatically become members of the ASCI Alumni association.

CERTIFICATE OF PARTICIPATION

The College issues a Certificate of Participation on conclusion of the programme.

Programme Director

Dr. Harsh Sharma

e-mail : harsh.sharma@asci.org.in



ASCI is the first management development institution set up in the country at the instance of the Government of India and industry in 1956 to impart state-of-the-art management education for practicing managers, a legacy that we proudly take forward each year with a strong alumni of over 1,40,000. We are proud of our alumni which includes the leaders of Indian industry and senior Civil Servants in the government, public sector undertakings to be a part of this unique organisation. We are thankful to you all for the support extended in the past and look forward to your continuing patronage in 2019-20.

Also, ASCI conducts customized programmes for Government of India, State Governments, Public Sector, Private Sector and various international organisations. Our experienced faculty bring to the table a wealth of academic credentials, rich industry exposure and act as a catalyst in the classroom discussions, case study analyses and tutorials. Our faculty also conduct international programmes which provide an exposure to the global best practices. In addition to this, faculty at ASCI also carry out large number of management research activities (typically about 100 each year) which helps them provide the much needed value addition in the training programmes. In addition, we conduct non-residential programmes at our New Delhi Centre as well as off-campus programmes at the venue of the client's choice.



Administrative Staff College of India

Bella Vista, Raj Bhavan Road, Khairatabad,
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Website : <http://www.asci.org.in>



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August 16, 2019

Dr. Harsh Sharma
Programme Director

Programme on CONFLICT MANAGEMENT AND NEGOTIATION SKILLS (December 9 - 11, 2019)

Dear Sir/Madam,

In a complex business environment wherein multiple stakeholders having conflicting interests need to be managed to achieve organisational objectives, competencies to handle conflict and effectively negotiate can be key differentiator for successful managers. Keeping this in mind, we at Administrative Staff College of India are continuously looking for ways and methods to help middle and senior level managers to acquire these competencies. The present programme is designed taking into account organisational reality and findings from cutting edge research.

Therefore, the course is individual centric and takes a holistic interdisciplinary approach to the issues of conflict management and negotiations. Many other programmes primarily either focus on psychological aspects or sociological aspects or economic aspect or philosophical aspects of the conflict and negotiations. Our intent is to focus on interwoven tangible issues and analyse from the various perspective as situation on ground is very messy and identification of doable steps require comprehensive understanding of individual, interpersonal, social and institutional issues.

Programme delivery will be learner centric involving real life simulations and a lot of space for individual reflection. In a nut shell the programme offers opportunity for guided discovery/realisation of conflict handling and negotiations strategies and tactics rooted in Indian context.

The brochure which gives further details together with a nomination form is enclosed. For multiple nominations, you may use photocopies of the form. Alternatively, the form can be accessed from our website. The last date for receipt of the nomination along with the fee is December 2, 2019.

If you need any additional information regarding this programme, please do contact me or our Programme officer.

Please note that the nominees are requested to carry with them the proof of Medical Insurance. The Sponsoring Agency is required to endorse the nominee's medical coverage in the event of hospitalisation.

We look forward to receiving your nomination(s) at the earliest.

Yours sincerely,

Harsh Sharma

Encl : Programme Brochure and Nomination Form



ADMINISTRATIVE STAFF COLLEGE OF INDIA
Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, India

**Nomination Form
Programme on
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(December 9 - 11, 2019)**

Nominee's Contact Information

Name (Mr/Ms) _____	Date of Birth : _____
Designation : _____	Qualification : _____
Organisation : _____	
Address : _____	
Phone(s) : Office: _____ Mobile: _____ Home: _____	
e-mail : _____	Fax : _____

Sponsors Details

Name of the Sponsoring Authority: _____	Designation: _____
Organisation : _____	
GSTIN Number: _____	
Address : _____	
	Pincode : _____
Phone(s) : Office: _____ Mobile: _____	
e-mail : _____	Fax : _____

Fee particulars

Amount Payable :	Mode of Payment (DD/Ch/NEFT) :
Name of the Bank :	Date of Instrument/Transfer :
Instrument Number :	UTR Number for NEFT

Medical Insurance :

Name of the Insurance Agency	Policy Number	Validity upto

Note: Coverage should be available in Hyderabad, India.

Signature and Official Seal of the Sponsoring Authority :

NOTE : Forward nomination form to : **Mr. G. Srinivas Yadav, Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad-500 082. Phone : 0091-40-66534247, 66533000, Mobile: 9246203535, Fax: 0091-40-66534356, e-mail: poffice@asci.org.in