

MDP 9 : Conflict Management

Introduction

Conflicts at workplaces often undermine team productivity and derail the quest for organizational excellence. Toxicity induced by conflicts is dangerous for individuals, teams as well as the entire organization. Hence it is imperative for the managers to understand the causes that lead to conflicts and ways to handle such unceremonious scenarios. This program will help the managers decode nuances of interpersonal conflicts, recognize the conflict handling style of self and others as well as develop strategies to mitigate impact of undesirable skirmishes among the team members.

Objectives

This program aims at enabling the participants to understand the causes of interpersonal conflicts, conflict handling styles of self and the others and develop conflict resolution strategies for augmenting effectiveness of teams. Participants will also learn how to leverage constructive conflicts and manage issues arising out of group think.

Contents

- Understanding the types and causes of conflicts
- Conflict handling styles
- Building trust and ecosystem for constructive conflicts
- Strategies for resolving conflicts

Pedagogy

Lecture-discussion, case studies, experiential exercises/games, psychometric tests, presentations

For whom

Middle and senior level managers of public and private sector organizations

Duration

2 Days

Program Director

Dr Shweta Jha



Dr Shweta Jha has rich corporate and academic experience of about 18 years. She has published a number of research papers on issues related to leadership and organization development in reputed peer-reviewed journals. She has been invited as a resource person by colleges of Delhi University and Guru Govind Singh Indraprastha University.