

# Conflict Management

14 July 2023 09:45 AM - 14 July 2023 05:00 PM

## Brief Overview:

- Conflict management refers to the process of identifying, addressing, and resolving conflicts that arise within or between individuals, groups, organizations, or nations. It involves techniques and strategies for handling disputes or disagreements in a constructive and effective manner, rather than allowing them to escalate into destructive confrontations.
- Effective conflict management typically involves identifying the underlying causes of the conflict, understanding the perspectives and needs of all parties involved, and developing strategies for communication, negotiation, and problem-solving. Conflict management may involve a range of approaches, from assertive communication and active listening to mediation, arbitration, and other forms of third-party intervention.
- Ultimately, the goal of conflict management is to find mutually agreeable solutions that address the concerns and interests of all parties involved, and that promote collaboration, cooperation, and positive relationships in the long term.

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## Session content:

- Recognize a conflict situation
- Analyze it from all points of view
- Think of alternative solutions to ease or eliminate the conflict
- Take steps to ensure that conflicts do not occur again for this reason
- Improve bonhomie and teamwork at the workplace, to minimize chances of conflict!
- The sessions will have Caselets, Studies, Video clips, sharing of experiences, etc.

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## For Whom:

- Managers & Executives from all functions
- Academicians & Trainers
- Front office executives
- Secretaries & personal assistants

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## Key Takeaways:

- Understand the nature of conflict
- Communicate effectively

- Focus on interests, not positions
- Explore multiple options
- Manage emotions
- Build relationships

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## **Facilitator profile:**

### **Ramesh Raman**

- Ramesh (Male, aged 58, based at Chennai) is an ex-Banker and passionate Trainer, with Banking experience of 22 Years in MNC Banks (HSBC and Standard Chartered in Chennai and Bangalore) covering all areas of Banking (Wholesale/Retail/Front Office/Back Office Operations) and specialization in Trade Services (10 Years) and total work experience of 38 years.
- He is a Post Graduate in Commerce, with additional certifications of CAIIB and IRDA (Life Insurance and General Insurance).
- Being a freelance Trainer for 2 years, followed by 6 years (8000 + Training Hours) with NIIT – IFBI Chennai as a Corporate Trainer/Senior Faculty helped to hone his training skills.
- He has got vast training experience of 11 years+ now, pan – India and overseas (4 countries on Trade Finance training programs as a Freelance Trainer) covering more than 20 Banks and Corporates with 10000+ Training Hours of experience.
- He has delivered effective Training Programs in Soft Skills, Selling/Marketing Skills, Banking Operations, Leadership, Time Management, Teamwork, Change Management/Transformation, MDP (Management Development Programs) for Managers, Mortgage Operations, Customer Service Excellence, Train the Trainer, etc. He has also developed content for various training programs.

## **Fee Details:**

- **Fee Details**
- Member amount : Rs 0.00- (Including 18%GST)
- Non Member amount : Rs 0.00- (Including 18%GST)
- Total Member count :