

Academy of Learning Limited Launch a Certified Course on Conflict Management & Negotiation Skill

Date: 15, 17 & 19 September 2018. **Duration:** 3 Days **Time:** 6.30pm to 9.30pm **Class Schedule:** Saturday, Monday & Tuesday **Last date of Registration:** 14 September 2018 **Venue:** Academy of Learning Limited, 115, Kazi Nazrul Islam Avenue, Bangla Motor, Dhaka-1000. **Contact:** +88 01708 545299 e-mails- training@aolbd.com
Training price: 4,000/- **Early Bird:** 3,500/- (enroll before 10 Sept'18) (15 % VAT is applicable in every purchase)

Label of Participant: The training will be of value to line managers; team leaders and supervisors who are or will be responsible for the use and application of performance management and appraisal techniques. It will also be of value to HR professionals, training officers, personnel staff and others who carry the responsibility for the design and implementation of such arrangements

Boarding: Training materials - Folder, Writing Pad & Pen, Tea-Snacks would be provided during the training period.

Introduction: In the rapidly changing and global context we live in, conflict is a feature of our current reality. Private and public sector organizations, find that they have to be more equipped to deal with different types of conflict. Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for lasting problem solving. Conflict management and negotiation skills are critical skills for any manager to be effective in the workplace. Conflict situations are common in the work situation. It is thus important for managers to become familiar with the principles, processes, and techniques of conflict management and negotiations.

Contents:

Session-1:

- Conflict Management
- Define Conflict
- Causes of Conflict
- Symptoms of Conflict
- Functional & Dysfunctional Conflict
- Types of Dysfunctional Conflict
- Symptom of Dysfunctional Conflict
- Level of Conflict

Session-2

- Conflict Episode
- Latent Conflict in Organization & its Source
- Principles of Conflict
- Approaches to Conflict
- Responses to Conflict
- Types of Conflict: Personal & Situational

Session-3

- Steps to resolve Personal Conflict
- Steps to resolve situational conflict
- Conflict Management Model
- Conflict management Process
- Strategies for Conflict Management
- 5 Styles of Conflict Management
- Ways People deal with Conflict
- Factors that affect Conflict Mode

Session-4

- Conflict and Performance
- Third Party Conflict resolution
- Advantage & Disadvantage of Conflict
- Gender influence on Conflict
- Constructive vs destructive communication in conflict management
- Tips for managing workplace conflict

Session-5

- Define Negotiation
- The Art of Negotiation
- Benefits of Negotiation
- Types of negotiation strategy
- Critical Concept of win-win negotiation
- Style of Negotiation

Session-6

- BATNA for Negotiation
- Strategies for developing negotiation strategy
- Third Party Negotiation: Concept, Types and strategies
- PROBE Technique for Negotiation
- Handling difficult negotiator
- Negotiation in Organization
- Characteristics of a good negotiator

Facilitator Biography: Rupak Nasrullah Zaidi,

Certified KPI Professional, OD & HR Practitioner, Business & Management Consultant

Mr. Zaidi is Training, Organization Development and HR specialist having more than 18 years' experience in different industry. He is a Business Process Reengineering Consultant. He is a senior Fellow of Management & Strategy Institute – USA. He has exposure as KPI consultant at home and abroad. He is a certified KPI Professional from KPI Institute, Australia & also Member of KPI Institute Australia. He has completed Masters in HRM under the University of Dhaka. He received World Training & Development Leadership Award in 2016. He is a certified Lean Office Professional. He is a Professional International Member of Association for Talent Development [ATD, largest association for training & development worldwide], a member of Certified Professional Trainer Network [CPTN] - Canada & certified Trainer from City & Guild– UK. He is also member of American Management Association (AMA) and Society for Human Resource Management (SHRM) USA. He is also a Management Consultant accredited by Institute of Management Consultant Bangladesh. Mr. Zaidi attended as speakers in International Conferences in Singapore, Malaysia, India, Bangladesh and Nepal. He is also guest faculty for Public & Private Universities in Bangladesh.

Mr. Zaidi has rendered Consultancy Service for Business Management, Business Process Reengineering, Setting KPI, designing effective Performance Management System, Running Assessment Centre, Organization Restructuring, HR Audit, Process Development, and Competency Mapping for Human Resources, Organization Development, for more than 30 organizations at home and abroad. He is an expert Performance Coach for different functions. He has conducted training in different countries including Singapore, Malaysia, India, Nepal, Bangladesh.

He has conducted training in different organization on different soft and hard skill. He is an expert trainer in HR, Operational Excellence, Office Kaizen, Office '5 S', Lean Office, Salesmanship, Organization Development, Organizational Leadership, Team Building, Change management, Negotiation, Customer Service and other soft skills. He has also exposures in Management Consulting. He did consultancy for more than 15 organizations regarding their HR & Compliance Audit. He also did management consultancy for organization restructuring and development, HR Auditing, HR Setup. He also runs Assessment Center for different organization. He is an HR Auditor and also a good motivational speaker. He worked on Training with renowned multinational, national, group of companies on different topics.

He has contributed in the HR Development in the country through his research based studies, knowledge sharing sessions, analytical paper preparation, information based module and material preparation and sharing. He is now servicing in Power Grid Company of Bangladesh Ltd. as DGM-HR. He is the Secretary General of Professional Society for Bangladesh [PSB]. He is the fellow member of Bangladesh Society for Human Resources management [BSHRM], member of Worldwide Trainers Forum.