

# *Training on* Conflict Management and Negotiation Skill

## Overview

Conflict can occur in any situation in which two or more people or parties feel themselves in a position of adversely affecting each other's interests. Conflict generally arises due to disagreements over the goals to attain, methods to be used, task interdependence, ambiguity of roles, policies and rules, personality differences, ineffective communications, competition over resources, personal stress and other differences. In organization, conflict among different interests is inevitable and sometimes the amount of conflict is substantial which may hamper interest of organization. To some-what, conflict may help to expedite achieving the organizational goal too. Hence, in management perspective understanding conflict is essential to handle it in a very proper and proportionate manner. On the other hand, negotiation is a process of combining divergent positions, where conflict exists over one or more issues between the people in organization, into a mutual agreement under a decision rule of unanimity. It is aimed to resolve points of difference, to gain advantage for an individual or collective, or to craft outcomes to satisfy various interests. This training aims to provide the participants with in-depth knowledge and understanding on "Conflict Management and Negotiation Skill" to better handle conflicting situation with the process of negotiation skill.

## Course Objective

At the end of the course the participants will be able to learn:

- \* The techniques of Conflict Management
- \* To clarify the nature of the grievance and its handling
- \* To be aware of the impact of Conflict
- \* To change employees behaviour
- \* To take right decision while managing the organization
- \* To prevail healthy environment and congenial atmosphere in the organization

## Course Contents:

- \* Introduction to Management, Conflict Situation and Conflict Management
- \* Introduction to Negotiations Skill
- \* Possible levels of Conflict
- \* Causes of Conflict in Organizations
- \* Advantageous and Disadvantageous effects of Conflict
- \* Possible Conflict Outcomes and Resolution Strategies
- \* Conflict Management Styles
- \* Language as tools for Conflict Management
- \* Thomas- Kilmann Conflict Mode Instrument
- \* Managing Conflict for increasing productivity
- \* Negotiations Skill for win-win approach
- \* Negotiations Strategies

## Certificate

Those who attending the training will be awarded a certificate of participation in the training on "Conflict Management and Negotiation Skill".

## Profile of Resource Person



**Shakil Meraj, FIPM**  
B.Sc (Hons), M.Sc, PGDPM, MBSTD

Mr. Shakil Meraj has over 24 years of rich diversified exposure to HR Management, Risk Management, QMS and Operations. He has led high-performance business teams in the aviation industry. He received professional training in London, Geneva, Singapore, Sofia, Kuala Lumpur, Colombo and in many other Institutes during service life. Mr. Shakil has received multiple international certifications in the fields like corporate learning & development, HRM, Quality & Safety Management, Human Factor, Motivation, and Leadership. He is also an IRCA (UK) certified Lead Auditor of ISO 9000. He is a Life Fellow of the Institute of Personnel Management and Life Member of Bangladesh Society for Training & Development. Mr. Shakil has established himself as a top level trainer and in the process of human resource development, he demonstrates 3,500 training sessions/hours for different corporate bodies in public & private sector. He also delivers lecture as a guest speaker in some training institutes like Academy of Learning Ltd., BATC, IPM, IBTRA & ICBTC. Mr. Shakil is not only a renowned Management trainer but also a motivational speaker. His energetic and maverick keynote speeches and workshops have inspired the audience immensely.

**Date: Friday, 30 November, 2018**  
**Time: 09:00 am to 05:00 pm (One Day)**  
**Venue: Academy of Learning Ltd.**

**Participation: BDT 3000 + VAT**  
(Including Lunch+Two times Tea-Snacks & Training Materials- Folder, Writing Pad & pen)

**Registration Deadline: 29 November, 2018.**