



Engineering Staff College of India
Autonomous Organ of The Institution of Engineers (India)
(An ISO 9001:2015 Certified Institution)
Old Bombay Road, Gachibowli, Hyderabad – 500 032, TS, India



Management and Technology Division

Continuing Professional Development Programme on
**Conflict Management, Decision Making and
Problem Solving Skills**
15 - 17 October 2019



(An ISO 9001:2015 Certified, AICTE & CEA Recognized Institution)

Centre for Promotion of Professional Excellence

INTRODUCTION

Problem Solving, Conflict Resolving and Decision Making are the core competency of any effective executive. Understanding, learning and mastering these PS CM and DM skills, build potential of the executives towards a senior Leadership role.

While the Environment, Education & Experience are on one axis of Business Success Matrix, Change Challenge and Communication are on the other Axis. The process of Interaction and integration of these parameters on the matrix, results in Problems Solving (PS), managing Conflicts (CM) and Decision Making (DM). Managing and mastering the art of PS CM and DM is the secret to Success Therefore, learning to manage PM CM and DM is integral to enhancing peak performance.

Conflict may be defined as a struggle or contest between people with opposing needs, ideas, beliefs, values, or goals. Conflict is a conflict of values & interests. Conflict in teams and groups is inevitable and a part of growing process. Conflict not handled in time and properly, can escalate and lead to nonproductive results. Conflict handled properly can benefit the organization both in terms of growth and through put.

Whereas conflict needs to be resolved, problems have to be solved. Both may look alike but differ in their nature and in details and hence needs different treatment.

Symptoms of the **problem** often mislead us. Problem solving thus entails identifying the root cause and genesis of the problem. In any business or industry, the ability of an employee to solve problems can mean the difference between success and failure. Lacking the ability to solve problems effectively, can be a source of anxiety and stress for any individual. Problem solving is not an exact science, although there are guidelines that a person can follow to become a successful problem-solver.

Flexibility and open-mindedness is an essential part of being able to solve problems, whether it is in our personal life or on-the-job. Possessing advantageous problem solving skills requires a person to understand the problem thoroughly, create a plan to solve the problem, seeing the plan through and reviewing the plan to ensure that the problem is solved and is not repeated. When a person has difficulty in imagining a solution to a problem, it is because he is overwhelmed with the details of the problem and lacks the ability to break down the problem or see the big picture.

Decision-making is the study of identifying and choosing alternatives based on the values and preferences of the decision maker. **Decision-making** is one of the central activities of management and is a huge part of any process of implementation.

OBJECTIVES

This three day Programme has been conceived and designed to enable participants of the programme:-

- To learn and understand conflict and types of conflicts.
- To learn how conflict can be managed and the purpose of Conflict Management in an organization
- To know how people respond to conflict and develop skills to resolve conflict
- To make difference between a problem and symptoms.
- To learn problem solving techniques
- To develop skills in problem solving & Decision Making

COURSE COVERAGE

Overview of the Programme

Conflict - Problem – Dilemma Span & Helicopters view

- Volatile Unpredictable complex Ambiguous (VUCA) environment: Change and Transition: need and management
- Culture Values and Traditions in The back ground
- Types of Conflicts: Inter and Intra Personal
- Self-Assessment 5 resolving styles
- Conflict Management (CM) Techniques
 - Negotiation Skills
 - Dialog and Discussion
 - Conversational communications
 - Role plays small group activities
 - Role and Role effectiveness

Problem Solving (PS) Why How & What

- Problem: Identification- Defining -Generating Alternatives -Establishing a Criteria Trail runs- Feedback -Fine tuning
- Problem Solving Techniques,
 - SWOT Analysis,
 - PEST Analysis,
 - Flow charts: Cause- Effect & Impact

Decision Making (DM): Business of Business

- DM tools
 - PMI Rule,
 - Decision Tree Analysis
 - Case Study for Interactive Discussion

Role of Creativity in CM PS & DM

- Tools of Creativity: Six Thinking hats
- HR Instrument – Syndicate Exercise / Debate

Methodology

Methodology of the programme includes class room Sessions with Lecture/discussion with audio visual aid, Chalk & Talk sessions, group discussions, case studies, debates, sharing of experiences, etc. All the sessions will be interactive demanding active participation from all the members.

Programme Advisors and Resource Persons



Dr. AP Natarajan
Director Training
Victoria Training Foundation



Dr. P Manikandan
Former HoD (HRM)
National Academy of Agricultural Research Management,



Mr. Y. Venkat Reddy
Faculty, Engineering Staff
College of India

Besides ESCI faculty, experts in Industry, research establishments and academia are also involved.

TARGET PARTICIPANTS

Engineers, Executives, Professionals from Governments, Private sector and Public Sector Undertakings (from product, process and service sectors), Scientists working in Research Laboratories and Professors, Associated Professors, Assistant Professors, Admn. Officers / Executives of various engineering colleges & Universities will find the programme useful.

BENEFIT TO THE PARTICIPANTS

Understand the process to identify the root cause of the conflict and tackling those using tools & techniques covered during the programme. Identifying and defining problems. Getting familiarized with tools, techniques and processes to generate alternatives and select best solution.

PROGRAMME VENUE, DATES & TIMINGS

Venue: Engineering Staff College of India (ESCI) Campus, Old Bombay Road, Gachibowli, Hyderabad. 500032. TS, India.

Dates

15 – 17 October 2019

Timings

On the first day Registration will commence at 0900 h. On all other days the programme timings will be from 0945-1715 h with breaks in between for tea and lunch.

COURSE DIRECTOR



Gp Capt (Retd) BS Phillora, BE (ETC), AE (L), MMS (DS), M Phil, FIE, Cert Lead Auditor ISO 9001:2015
Dean of Studies, ESCI &
Sr. Faculty & HoD, Management & Technology Division & Head Design & Prototyping Centre, ESCI

COURSE FEE

₹ 15,500/- (Residential Fee) per participant. Fee includes, course material, course kit, twin-sharing/single AC accommodation as per availability, breakfast, lunch, dinner, tea / coffee and snacks during the actual days of training programme.

Discounts

- ❖ **Non-Residential Fee-** 10% discount on course fee is allowed for non-residential participants.
- ❖ **Group Discount:** Additional 10% discount for three or more participants, if sponsored by the same organization.

(All discounts are applicable only if fee is received at ESCI before the commencement of the programme.)

Goods and Service Tax @ 18% is to be paid extra over and above the training fee. PAN Card No AAATT3439Q; **GST No. 36AAATT3439Q1ZV.** (Under commercial training or coaching services).

Programme fee is to be paid in favour of “**THE IE (I) – ENGINEERING STAFF COLLEGE OF INDIA**” in the form of demand draft payable at Hyderabad at par Cheques payable at any bank Branches.

Alternatively, the payment may be made by Electronic Fund Transfer (EFT) to ESCI - SB A/c No.0432104000039631 with The IDBI Bank Ltd. Plot No.2-53/2, JNIBF, IIIT Junction, Gachibowli, Hyderabad -500 032, by RTG's/ NIFT / IFSC Code No: IBKL0000432. ESCI PAN No. is AAATT3439Q. **While using EFT/ Draft method of payment, kindly forward a covering letter giving details on the names of the participants, Title and the programme schedule or our invoice reference proper accounting**

Registration

Online registration shall be available on ESCI website. (Please visit our Web portal :www.escihyd.org). To visit Management & Technology Division Webpage click <http://www.escihyd.org/index.php/mt-upcoming-trainings>

To register, manually please send your nominations giving details of name, designation, contact address, email address, mobiles no, telephone and fax number of the participant along with the details of mode of payment of fee, addressed to:

Head, Management & Technology Division

Engineering Staff College of India
Old Bombay Road, Gachibowli, Hyderabad 500 032, TS
Phone: Direct 040 6630 4111, 6630 4112, 66304128 & 6630 4105

Fax : 914030995227 & 040 6630 4103

Email : mt@escihyd.org

Certification

A certificate of participation will be awarded to each participant on conclusion of the programme.

General Information

- ESCI encourages participants to present case studies from their respective organizations.
- ESCI provides complimentary accommodation and boarding to the participants one day before commencement (Check-in 1200 h) and one day after conclusion (Check-out 1200 h) of the programme duration. Overstay charges will be applicable as per ESCI rules (subject to availability of accommodation)
- Well-developed Information Centre and Internet facilities are available to the participants.

Nominating authorities are requested to kindly send the contact details of the participants while sending their nomination letter. This will help us in making necessary administrative arrangement for them.

For Registration & Information Contact:

Mr. LVRao:
Programme Officer
Land Line 040 6630 4105