



ENGINEERING STAFF COLLEGE OF INDIA



Autonomous Organ of The Institution of Engineers (India)
(IMS [ISO 9001:2015, ISO 14001:2015, ISO 50001:2018, ISO 45001:2018],
ISO/IEC 17025:2017 Certified, AICTE & CEA Recognized Institution)
Old Bombay Road, Gachibowli, Hyderabad – 500 032. Telangana, India

Management and Technology Division

Hybrid (Offline & Online) Continuing Professional Development Programme on

Conflict Management and Negotiation Skills

Dates: 01 – 04 June 2026

at ESCI Campus, Hyderabad

INTRODUCTION

Problem Solving (PS), Conflict Resolving (CR) and Decision Making (DM) are the core competency of any effective executive. Understanding, learning and mastering these PS, CM and DM skills, imbibe potential to 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

The main objective of the programme is to:

- 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

Understanding Conflict & Its Dynamics

- Causes of Conflict in Organizations
- Functional vs Dysfunctional Conflict
- Conflict Escalation Stages
- Conflict Resolution (CR) Techniques
 - Negotiation Skills, Competing / Forcing, Win-Win (Collaborating), Withdrawing / Avoiding, Compromising / Reconciling, Smoothing / Accommodating

Communication & Emotional Intelligence in Conflict

- Role of Communication in Conflict Resolution
- Barriers to Effective Communication
- Active Listening & Empathy Skills
- Emotional Intelligence (EI) in Managing Conflict

- Handling Difficult Conversations

Negotiation Skills & Strategies

- Types of Negotiation: Distributive vs Integrative
- Negotiation Process & Preparation
- Negotiation Tactics & Strategies
- Persuasion and Influencing Skills

Conflict Resolution & Practical Application

- Conflict Resolution Techniques & Approaches
- Mediation and Facilitation Skills
- Managing Team Conflicts & Workplace Disputes
- Building Collaborative Work Environment

Caselets, Group Exercises and Brain storming sessions

METHODOLOGY

Methodology of the programme includes class room Sessions with Lecture/discussion with audio visual aid, benched marked practices if any, video shows, 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. Case Method of Instructions will be the main method of knowledge facilitation.

TARGET PARTICIPANTS

Engineering Managers, Executives, Engineers, Technical officers, Professionals from Governments, Private sector and Public Sector Undertakings (from product, process and service sectors), Scientists, Technicians working in Research Laboratories and HR Executives / Managers, Personal officers / Executives will find the programme useful.

BENEFITS 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.

EXPERT FACULTY

Faculty consists of experts from industries, research establishments, academia and experts who are into research work are involved, apart from the ESCI.

PROGRAMME DIRECTOR

Dr. U S JYOTHI, FIE
Sr. Faculty & Head
Management & Technology Division, Engineering Staff College of India
Old Bombay Road, Gachibowli, Hyderabad - 500032
Mob: 99592 24748 / Ph: 040-66304111/4112/4105
Email: mtmkt@escihyd.org/mt@escihyd.org

PROGRAMME COORDINATOR

Dr. KATTI BHARATH, M.Tech, Ph.D (NIT-Warangal)
Faculty & Course coordinator
Management & Technology Division,
Engineering Staff College of India
Mob: 7799114919 / Ph: 040-66304111/4112/4105
Email: mtmkt@escihyd.org/mt@escihyd.org

PROGRAMME DATES & TIMINGS

Dates: 01 – 04 June 2026

Timings : On the first day Registration will commence at **09:00 Hrs**. On all other days the programme timings will be from **09:45-17:15 Hrs** with breaks in between for tea and lunch.

COURSE FEE: Rs.22,000/- (Rupees Twenty Two Thousand only) per Participant + GST@18% Extra. 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.

Online: WebEx platform.

Rs. 14,000 /- (Rupees Fourteen Thousand only) per participant + GST@18% Extra. Fee includes, course material, course kit & Institute overheads.

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.

PAN Card No AAATT3439Q; GST No. 36AAATT3439Q1ZV. H.S. No. 999293 (Under commercial training or coaching services – clause 65(105) (ZZC) of Finance act – 1994).

Programme fee is to be paid in in favor of **“THE INSTITUTION OF ENGINEERS (INDIA) – ENGINEERING STAFF COLLEGE OF INDIA”** in the form of demand draft payable at Hyderabad. Alternatively, the payment may be made by Electronic Fund Transfer (EFT) to ESCI - **SB A/c No.0432104000039631 with The IDBI Bank Ltd., Gachibowli Branch, Plot No. 2-53/2, JNIBF, IIIT Junction, Gachibowli, Hyderabad-500032 by RTG’s/ NIFT / IFSC Code No: IBKL0000432**. While using EFT method of payment, please ensure to communicate us your company name, our Invoice reference and programme title.

CERTIFICATION

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

GENERAL INSTRUCTIONS:

- 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 free of cost.