

## Management Development Program (MDP)

### “Facing The Tiger – Conflict Resolution in Organizations”

If you find yourself working with individuals, teams or even larger organization units where unresolved conflict is present, and are exploring how to be a force for positive change in the situation, FACING THE TIGER program is for you.



#### ABOUT THE PROGRAM

Conflicts are inevitable phase of life in any organization. There is a growing perception that conflicts create only disturbances in the organization and are destructive. However in the real sense of understanding conflict we get to know that they are often needed as they help to raise and address problems, energizes work on the most important issues, help people be real and motivate them and makes people learn how to recognize and benefit from the differences.

You may have heard a lot about conflict management and conflict resolution, but we are going to talk about a powerful tool called “*conflict utilization*”. Conflict utilization does not try to get rid of conflicts. Actually conflict is an important signal towards a needed change to create new relationships that work for everyone.

**Date: Friday, 18<sup>th</sup> December 2015**

**Organised by**



Centre for Management Development

**PILLAI INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH**

Dr. K.M. Vasudevan Pillai Campus, Sector 16, New Panvel 410206

Telephone: 27456100 Ext. 180

Email: [pimsr@mes.ac.in](mailto:pimsr@mes.ac.in)

Website: [www.pimsr.ac.in](http://www.pimsr.ac.in)

## **OBJECTIVES**

This program aims at delivering practical insights to the participants in the following areas:

- How to turn conflict into positive change
- How to enhance innovations in the organization through constructive conflicts
- How to attend to the destructive conflicts without any fear which any one gets while facing the tiger
- How to improve human relations in the organization for a better productivity and prosperous future

## **CONTENTS**

- a. Dimensions of conflicts
- b. Conflict management strategies
- c. Conflict management styles
- d. Case studies

## **COURSE SUMMARY**

- I. Dimensions of conflicts
  - a. Understanding conflict
  - b. Types of conflicts
  - c. Stages involved in conflict
  - d. Reasons for conflict
  - e. Outcome of conflict
  
- II. Conflict Management Strategies
  - a. Types of managerial actions that cause workplace conflicts
  - b. Key managerial actions to minimise conflicts
  - c. How conflict can be dealt with
  - d. Managing conflict within self-core process
  - e. Managing conflict with another core process
  - f. Conflict Management Techniques – action points
  
- III. Conflict Management Styles
  - a. Guiding principles of conflict management
  - b. Styles of conflict management
  
- IV. Case Studies
  - a. Case analysis pertaining to manufacturing and service organization shall be taken up for discussions

## Pedagogy

The program shall be delivered through audio-video presentation and case analysis.

## WHO SHOULD ATTEND?

The program would be very useful for frontline and middle executives from any industry connected to human resource management and working with teams, subordinates, or on shop floor in manufacturing and service organizations

## PARTICIPATION DETAILS

### Program

This management development program is non-residential. The program timings are from 10.00 a.m. to 05.00 p.m.

### Fees

The fees for the program is Rs. 2000/- (two thousand only) per participant. The non-refundable fee includes morning/evening tea/coffee, lunch as well as training material and folder.

### Certificate

All participants shall receive certificate of participation issued by Pillai Institute of Management Studies and Research.

### Venue

Pillai Institute of Management Studies and Research, Dr. K.M. Vasudevan Pillai, Campus, Sector 16, New Panvel 410206.

## Program Director

**Dr. G. Vijayaragavan**

## Program Coordinator:

**Dr. Mukesh Goyal**

Head – Centre for Management Development

**Telephone:** 27456100 / 27451700 Ext. 180

**Mobile:** 9920899198, e-mail: [mcg@mes.ac.in](mailto:mcg@mes.ac.in)

## TRAINERS

**Dr. G. Vijayaragavan**, M.Com, M.A. MBA (HR), Dip. (PM&IR), LLB, Ph.D.  
**Director, PIMSR**

Dr. Vijayaragavan brings in a real time experience of over 2 decades in the premier Punjab National Bank. He has been a management leader as well as a leader of the masses. He has demonstrated ability to reconcile differences among human resources and resolve conflicts while heading Human Resource domain of the Regional Operations of the bank. Due to his skills and expertise bank officers elected him as Organising Secretary of the Officers Association of Vidarbha with a massive mandate. In addition, he has over a decade experience in academic field. Dr. Vijayaragavan has conducted over 250 training modules including training for General Managers of Bank of Mangolia. He is in the house panel of many professional institutes of repute in the capacity of consultant and advisor.



**C. Subramaniam**, MAM, Dip. (IR), Dip. (LL & LW), Dip. (T&D)  
**President (HR & Admin.) – Siyaram Group**

Mr. Subramaniam has over 24 years' working experience across HR domains with renowned companies like Siyaram Group, Videocon, Suzlon India, Gitanjali Group, Asahi Glass, Onida and Baccarose. He has been a passionate trainer and has trained thousands of people in HR areas including Conflict Management and Behaviour Management. Recipient of Gitanjali India President award for CSR, Hellen Keller Award for CSR and HR leadership award, Mr. Subramaniam is also involved in spiritual programs on Journey towards self-realisation.



## About the Institute

Established in 1998, Pillai Institute of Management Studies and Research (PIMSR) trains students for Master of Management Studies under the aegis of the prestigious University of Mumbai. **PIMSR is accredited by NBA for MMS program.** With approval from the All India Council of Technical Education (AICTE), PIMSR also offers MBA equivalent post graduate diploma programs (PGDM) and MBA (Executive) programs. The Directorate of Technical Education, Government of Maharashtra has awarded the institute an 'A' grade.

The institute is a part of the Mahatma Education Society (MES) run by Dr. K. M. Vasudevan Pillai, a renowned academician (Founder and CEO), supported by Dr. Daphne Pillai (Rector), Dr. Priam Pillai (COO) and Mr. Franav Pillai (Dy. CEO), is a large society in education field running 48 institutions in Mumbai and Navi Mumbai in diverse areas including schools, global academies, engineering colleges, sports academies, education colleges and management institutes. PIMSR has been ranked among the top private B-Schools by various business magazines consistently.

The large faculty pool of PIMSR, comprising of very senior professionals and highly recognized academicians, has created an exciting learning environment for the students and participants. Currently PIMSR has several international partners such as St. Mary's School of Economics and Business, University of California Berkeley, Moraga, California, Hebei University of Economics and Business, Shijiazhuang, China and Kaplan, Singapore. To know more about PIMSR, please visit [www.pimsr.ac.in](http://www.pimsr.ac.in)

