



Confederation of Indian Industry

CII Naoroji Godrej Centre of Manufacturing Excellence

Online Workshop on

Resolving Conflicts Through Effective Communication

12 March 2021 at 02:00pm to 05:00pm

"Communication- the human connection- is the key to personal and career success" Paul J Meyer

Context:

With the right communication strategy in place, one can turn a potential crisis into a productive discussion.

Objective:

By the end of the session participants will be able to understand,

- * communication in its finer elements
- * Types of communications and its challenges
- * what are conflicts
- * The birth place of conflicts
- * Relationship between conflicts and attitudes
- * How to use communication effectively in resolving conflicts

Content:

- * Activity to understand importance of listening while communicating.
- * Activity to understand the difference between a debate and a dialogue
- * Activity on how to develop clarity and crispness in your communication
- * Understanding why's and how's of conflict at work place
- * Understanding conflict triangle
- * How to dismantle ladder of inference
- * Convert conflicts into opportunities for growth and creativity

Takeaways : Ability to recognize and address underlying issues and resolve them through effective communication among the team members. This helps in creating safe and Non- Judgemental space where every individual has the freedom to create their own reality and distil the most relevant learnings into their everyday work life.

TARGET AUDIENCE

This workshop is ideal for corporate professionals in all roles who are part of teams or are leading teams across different levels of the organizational hierarchy.

METHODOLOGY

An interactive experiential session designed to create experiences through appropriate challenges and activities, with the purpose of distilling reflections and internalizing the learnings in all that we do.

FACULTY

Hemali Gandhi is a certified experiential educator, trainer and facilitator in soft skills. Additionally, she herself did her educational degree from London, and had the opportunity to learn and to teach across a diverse audience. She has successfully implemented this program across multiple corporates across the India. She has also successfully conducted customized sessions for manufacturing companies and

automation companies with a staff strength of over 400 people and has received strong appreciation for the impact of the sessions.

MODE OF DELIVERY: Microsoft Teams

PARTICIPATION FEES: INR 3000 + GST @ 18% Per Participant

DISCOUNT: 5% on 2 nominations from an organization. 10% on 3 or more nominations from an organization.

HOW TO REGISTER: http://www.cii.in/OnlineRegistration.aspx?Event_ID=E000053696

NOMINATIONS & ENQUIRIES:

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