



**SAYA LEADERSHIP**  
Inspiring...Awakening...

# CONFLICT MANAGEMENT SKILLS



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### **WHAT THE PROGRAM TEACHES?**

- You will understand conflict and its nature.
- You will comprehend the role of perception in conflict creation.
- Take a questionnaire on conflict management style.
- You will be able to understand and recognize your preferred conflict management style.
- You will know the causes that create conflict.
- You will recognize that there are many conflict management styles.
- You will be able to use the appropriate conflict management strategy to the relevant situation.
- 'Letting Go' and 'Communication skills' are important tools in resolving conflict.
- You will be able to understand Action Planning.

### **WHO SHOULD ATTEND?**

All Employees

### **FACULTY:**

Mr. Yogesh Dani

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