



SAYA LEADERSHIP  
Inspiring...Awakening...

# Building Trust and Resolving Conflict



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### **Key takeaways:**

- ❖ Understand the value of having trust in a team.
- ❖ Understand the connection of Team Building and Trust.
- ❖ Understand the definition of conflict and how to recognize the factors that lead to managing this conflict and when they cannot be managed at all.
- ❖ How personal preferences influences conflict resolution.
- ❖ Learn the cost of not managing conflict.
- ❖ Seeing the various conflict management methodologies.
- ❖ Learn how to build trust among subordinates, team members and other stakeholders.

### **Who should attend?**

All Individuals / specific teams, who have to manage disagreements / conflicts within their colleagues / stakeholders, and will gain from the principles and techniques of resolving conflicts and disagreements.

### **Method and Approach:**

The preferred Methodology is an experiential approach, and will also include Presentations, Role Plays & Conversations, and any additional material that is relevant to the delegates during the program.

### **Program Outline:**

1. Introducing the Importance and Meaning of Trust.
2. Perception
  - Understand and Value the various perspectives in any given situation.
3. The Conflict Spiral: Showcasing the conflict development stages and causes for conflict.
4. Assessing the Individuals' Behavior in Conflict Situation
  - Showcasing the behavior along two primary dimensions:
    - Assertiveness
    - Cooperativeness
  - Defining the Five Conflict Handling Modes:
    - Avoiding
    - Accommodating
    - Compromising
    - Competing
    - Collaborating
5. Being connected to the Vision / Common Goal of the Organization
6. Responsibility and Ownership: Being Responsible to the Vision of the organization.
7. Impact of Effective Communication
8. Importance of Prioritization and its Impact on Conflict Resolution

### **Faculty:**

Mr. Yogesh Dani

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