

CONFLICT-RESOLUTION SKILLS

S. No.	Module	Training Objective	Focus Areas	Method(s) of Instruction	Duration - Breakup	Total Duration
1	Welcome	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives.		Instructor-led PowerPoint including open-ended questions for eliciting objectives	30 min.	30 min.
2	Understanding Conflict	At the end of this module, participants would be able to identify factors that create conflicts and implement a framework or a procedure to resolve conflicts.	Levels of Conflict Traditional Ways of Managing Conflict Win-Win Approach Dealing with Egos	Movie clips Activity: Win-win Approach Role-play for dealing with egos ILT	+ 15 min. (activity) + 20 min. (role-plays) + 30 min. (instruction)	85 min.
3	Assertiveness	To enable participants communicate assertively whenever necessary in order to exude professionalism; avoid misunderstanding; build trust; and enhance performance, motivation, and	Understanding different behavior patterns What is assertiveness? Importance of being assertive Demonstrating assertiveness using the <i>Four-step Technique</i>	Movie clips Role-plays ILT	20 min. (movie clip) + 45 min. (role-plays) + 30 min. (instruction)	95 min.
4	Negotiation Skills	To enable participants identify possible negotiation outcomes and also adopt some behavioral styles for carrying out successful negotiations.	Understand people's needs Looking for win-wins Being flexible Understanding when compromises are necessary	Role-plays ILT	40 min. (role-plays) + 20 min. (instruction)	60 min.
5	Negotiation Tactics	To enable participants understand and apply various techniques for effective negotiations through case studies, negotiation scenarios, and activities.	Good cop / bad cop Highball / lowball Bluff Threats Nibble Appealing to 'reason'	Negotiation Scenarios ILT with feedback	30 min. (negotiation scenarios) + 30 min. (instruction)	60 min.
6	Managing Emotions	To enable participants manage their emotions better while resolving conflicts by listening effectively, communicating openly, reducing stress, and maintaining focus.	Keeping your cool Empathy Asking yourself empowering questions Understanding the difference between empowering and disempowering questions Usage of vocabulary and how it affects emotional states Using imagination for emotional	Activity: Know Your Hot Buttons Exercises ILT with discussions	60 min. (activity and exercises) + 30 min. (instruction)	90 min.
7	Persuasion	To enable participants use some proven techniques that would help them convince people they're trying to resolve conflicts with, to do what the participants want, in a way that satisfies	Primary elements of persuasion Principles of powerful persuasion Techniques of persuasion	Movie clips \$100 Game ILT	20 min. (movie clips) + 40 min. (game) + 15 min. (instruction)	75 min.