



## CONFLICT to CORDIAL (Transcendental Transformation)



A conflict is a situation when the interests, needs, goals or values of involved parties interfere with one another. A conflict is a common phenomenon in the workplace. Different stakeholders may have different priorities; conflicts may involve team members, departments, projects, organization and client, boss and subordinate, organization needs vs. personal needs. Often, a conflict is a result of perception. Is conflict a bad thing? Not necessarily. Often, a conflict presents opportunities for improvement. Therefore, it is important to understand (and apply) various conflict resolution techniques so conflicts a.k.a. blessing in disguise.

The crux of all human relations is the technique of handling conflicts deftly. At work, the art of handling conflicts can sometimes solve workplace problems while, at other times, helps forge friendships and enhance good working relationship.

There are three major causes of a conflict arising at the workplace – poor communication skills, bad management and confused goals. A good manager who trains himself in conflict resolution techniques will be able to resolve such conflicts effectively at the workplace. This workshops cover some techniques which can help us manage conflicts effectively:

- ❖ **Self Analyze :** Cut out the noise on the outside, listen to the voice on the inside.
- ❖ **Anticipate:** Observe the signs of a conflict arising well before it actually arises and prepare solutions to handle it.
- ❖ **Practice Neutral Language:** Try our best to communicate in neutral language while we are interacting with others.
- ❖ **Analyze Conflicts:** While dealing with a conflict, analyze its worth beforehand.
- ❖ **Good Listener:** While resolving a conflict, it's important to lend an ear to others.
- ❖ **Find a Solution:** The ultimate goal of resolving a workplace conflict is to arrive at a solution.

**Facilitator: Mr.S.Dharmalingam – A graduate in Economics - co-founder of Quantum Leap Academy -** trained thousands of people on spoken English and soft skills for companies like Hyundai, Salcomp, Apollo Tyre, MRF Tyre, UCAL, Asian Paints, Igarashi Motors, Gates Unitta, Turbo Energy Limited, Sundram Fasteners, Sundram Brake Lining, Greaves Cotton, Wonjin Autoparts, Sodecia, Convenio Food, Nokia, TVS Rubber, ATV Manufacturing, MATE, Shanmuga Precision Forging, Scigenics, SFA Tech. Creations, Srinivas Fine Arts, S&T Engineers, Krishnaveni Carbons, Integra Automation, Ampo Valves, Perfect Engineers, Vasantha Advance Systems, Vamara Techware, etc. & Educational institutions like IRT, Sri Ramakrishna Polytechnic, Dr.MGR University, DMI College of Engineering, SSK Coimbatore, Sardar Raja Engineering College, Tirunelveli, ES College of Engineering Villupuram, Indian Public School, Doha, Qatar, etc.

This can be conducted for a group of 30 people at your place @ Rs.10,000/- per day which includes our faculty and transportation charges.

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