



Self-Learning course on Communication and Negotiation Skills

E-Learning Course Title **Self Learning course on Communication and Negotiation Skills**

Registration Fee (including GST) : -₹ 1180 /-

About eLearning Program :-

The environment in which organizations operate is rapidly becoming more complex than ever before. Occurrence of conflict is an inevitable part of work. There are situations where people with different goals and needs have clashed, resulting in intense personal animosity.

Effective communication and Interpersonal skills plays an important role in dealing with adverse and challenging situations arising at office from time to time. Conflict Resolution is a way for two or more parties to find resolution to a disagreement. The disagreement may be personal or work-related and the best course of action is to face the issue directly and work towards resolving the disagreement. Negotiation and Conflict Resolution are crucial skills both inside and outside of work. No business skill may be as important to success as negotiation. We negotiate everything: agreements with partners and vendors, in-scope/out-of-scope parameters around important projects, and our own compensation and job responsibilities, to name just a few.

This program aims:

- To train supervisors and managers in effective communication and interpersonal skills
- Train participants in conflict resolution and negotiation skills
- Teaching techniques on how to diffuse aggression and stress in the workplace with the ultimate aim being to make the workplace a more pleasant environment

E-Learning Course Coverage (Specify Module details) :-

- MODULE 1: EFFECTIVE COMMUNICATION SKILLS & INTERPERSONAL RELATION
- MODULE 2: CONFLICT RESOLUTION & ANGER MANAGEMENT

Register to learn (Key Learnings' in bullet points) :-

- Elements of effective communication skills
- Barriers to communication
- DOs and DONTs for effective communication
- Conflict Resolution strategies
- Effects of Anger and ways to mitigate Anger

Thanks & Regards

NPC Team

Course conducted by Group/ Regional Directorate Name : RD Guwahati

Name&Designation of Course Coordinator :Subhra Seal, Assistant Director

Course Coordinator Contact Details: subhra.seal@npcindia.gov.in