



National Productivity Council

**Training Programme
on**

**SYSTEMATIC PROBLEM SOLVING,
CONFLICT RESOLUTION & CHANGE MANAGEMENT**

PROGRAMME CODE: (T2627PAT02)

June 22-26, 2026

LEH

1. ABOUT NPC

National Productivity Council (NPC) is an autonomous organization under the Department of Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Government of India. The present expertise available in NPC has a resource base of professionals from fields such as Economics, Industrial Engineering, Human Resource Management, Energy, Environment, IT, Project Monitoring and Evaluation, Research Studies and Baseline Surveys. In addition, services of external professionals and subject matter specialists are also sought on need basis, depending upon the nature and scope of work. NPC extends services from its headquarter at New Delhi and 12 regional offices across the country manned by more than 100 full time professionals. NPC has professionals from diverse fields to provide Consultancy, Capacity Building and Project Monitoring Unit (PMU) services to various organisations including Central Government Ministries and State Governments.

2. PROGRAMME THEME

Problems and conflicts are discovered, defined and solved by people. Increasing complexities of work environment are forcing executives and managers to cope up with newer and difficult situations. Yesterday's solutions and ad-hoc decisions are not likely to deliver the desired results. This necessitates the executives/managers/officers to be equipped with appropriate skills and techniques of problem identification, definition, identifying best solution and implementation. Systematic Problem Solving, Conflict Resolution and Change Management helps in these stages while taking a holistic view of the situation. Use of change management is a fresh approach which is required to be made part of the organizational decision-making process. The programme helps in improving the quality of decision making in the organization leading to increased organizational effectiveness.

3. LEARNING OBJECTIVES

- To understand the concept, process and techniques of Systematic Problem Solving, Conflict Resolution and Change Management
- To enable the participants to develop specific systematic problem-solving skills in order to enhance their contribution to the organizational decision making

4. BROAD PROGRAMME COVERAGE

The following topics shall be covered during the training:

- Problem: Definition and identification
- Tools and Techniques of Problem Solving
- Situation Analysis and Decision-Making Process

- Idea Generation or Alternative Course of Action
- Creativity and Lateral Thinking for Problem Solving
- Human Aspect of Problem Solving
- Managing Conflicts in Workplace
- Interpersonal Relations
- Conflict Resolution Strategies
- Team Work & Empowerment
- Creating Good Organizational Culture
- Dealing with resistance and Managing Change
- Leadership Styles to facilitate Change
- Leading Change with Motivation & Effective Communication

5. TARGET PARTICIPANT

Officers/Officials from Ministries, Central & State Government Departments, Boards, Corporations, Cooperatives, Public Sector Undertakings(PSUs), Private Sector, Banks, Public Financial institutions, Educational institutions, Autonomous Organizations etc. and Officers/Managers/Staff handling office functions, HR Managers, Personnel Managers, Administrative Officers, Trainers and Professionals, System Managers, Planning Officers/Managers, IT Managers, Project Managers, Senior Officers/Managers from all Government and Private Sectors, IT Professionals, Trainers, Consultants.

6. METHODOLOGY

Methodology of the training program would be participative in nature. The sessions would be based on conceptual deliberations, case studies, success stories and group exercises/discussions.

7. FACULTY

The faculty for the training programme will comprise of senior NPC Experts & other renowned and experienced Trainers from the respective field.

8. PROGRAMME FEE & VENUE

Program Venue	Leh
Programme Fee	Residential Participants ₹ 70000 /- + 18% GST
	Non –Residential Participants ₹55000 /- + 18% GST
Arrival day (Check in time from afternoon onwards at Hotel/Resort)	22 nd June, 2026 Afternoon
Departure day (Check out time from forenoon onwards at Hotel/Resort)	26 th June, 2026 Forenoon

9. PAYMENT DETAILS

Programme fee inclusive of GST to be paid in advance and proof of payment to be attached along with application form.	Online Registration and Payment System
<ul style="list-style-type: none">• ECS Payment Details: Indian Overseas Bank, 70, Golf Link, New Delhi Branch; A/c No. 026501000009207, IFSC Code. IOBA0000265• DD/Cheque should be drawn in the name of NATIONAL PRODUCTIVITY COUNCIL payable at NEW DELHI• NPC'S PAN No: AAATN0402F,• NPC'S GSTIN: 10AAATN0402F2ZK	

As per GOI notification No. 9/2017-Integrated Tax (Rate) dated 28.06.17, Sr. No. 75, Heading 9992 (at page no. 19 of the notification) No GST is applicable where Services provided to the Central Government, State Government, UT Administration under any training programme for which total expenditure is borne by the Central Government, State Government, UT Administration.

10. HOW TO APPLY

- Please apply in prescribed application format enclosed with this brochure. Nominations may be sent to the following address:
- **Last date for Receiving of nominations: 08.06.2026.**

J K Singh Regional Director, National Productivity Council 3rd floor, Sudama Bhawan, Boring Road Crossing, Patna- 800 001 Phone : 0612-2558311, Mobile : +91-6202565271 Email : jk.singh@npcindia.gov.in , patna@npcindia.gov .	Sh. Shailesh Kr Vimal, Dy. Director Email: sk.vimal@npcindia.gov.in Ph: 0612-2558311 Mobile No.: +91-7888724793;
--	--

11. GENERAL INSTRUCTIONS

- The Residential programme fee covers the professional fees towards training, board & lodge of the Participant(s). The fee once deposited is non-refundable, however, substitutions are allowed.
- Each participant should carry their ID cards and necessary letters / orders issued by their department for attending the training program.
- NPC shall not bear any charges towards participants' to & fro travel from their residence / place of stay and the training program venue. All participants shall make their own arrangement to reach the venue on time as per the programme schedule.
- Participants are requested to assure their health and safety during the training period and NPC will not be liable for medical expenses incurred by the participants during the program.
- NPC will not provide boarding and lodging before and after the dates of programme. Participants planning to stay longer than the scheduled duration should arrange the same at their own cost.
- Settlement of additional bills: The hotel will be instructed to open separate folio for each participant. Participants may directly settle their additional dues regarding family member, laundry, telephone, mini bar, room service, overstay etc. with the hotel before checkout.

- The participants shall be awarded Certificate of Participation on successful completion of programme.
- Any other terms and conditions apply as may be notified by NPC at any point of time.
- Referring to GST guidelines, you are requested to confirm the applicability of GST payment for your department.
- Participants are required to follow the necessary COVID protocols during training.



NATIONAL PRODUCTIVITY COUNCIL
5-6 Institutional Area, Lodhi Road, New Delhi – 110003

APPLICATION FORM FOR NOMINATIONS

Title of Programme:

Programme Duration:

Location:

Details of Nominated Participants:

S. No	Name of Delegate	Designation	Mobile No.	Email ID	Official Address for correspondence
1					
2					
3					
4					
5					

Details of Nominating Authority:

Name:

Designation:

Organization:

Address

Contact Number:

Email ID:

Signature

Details of Proof of payment of Programme fee (*RTGS / NEFT Details; Cheque, DD*):

Payment Particulars

- **ECS Payment Details:** Indian Overseas Bank, 70, Golf Link, New Delhi Branch; A/c No. 026501000009207, IFSC Code. IOBA0000265
- In case of ECS Payment, the payment details should be intimated accordingly along with UTR number
- DD/Cheque should be drawn in the name of NATIONAL PRODUCTIVITY COUNCIL payable at NEW DELHI
- Programme Fees per Participant plus GST to be paid in advance
- PAN No: AAATN0402F, GSTIN: 10AAATN0402F2ZK