



NATIONAL PRODUCTIVITY COUNCIL

75  
आज़ादी का  
अमृत महोत्सव



**TRAINING PROGRAMME  
ON**

# **NEGOTIATION & CONFLICT RESOLUTION STRATEGIES**

**20-24 FEBRUARY 2023  
GOA**

**HRM GROUP**

**NATIONAL PRODUCTIVITY COUNCIL  
UTPADAKTA BHAVAN, 5-6 INSTITUTIONAL AREA, LODHI ROAD  
NEW DELHI - 110003**

## 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

Negotiation and Conflict Resolution are crucial skills both inside and outside of workplace. No other 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.

Understanding your counterpart's interests and shaping the decision so that the other side agrees to a proposal for its own reasons are the keys to jointly creating and claiming sustainable value from a negotiation. Most executives know the basics of negotiation; some are spectacularly adept. Yet even experienced negotiators routinely leave money on the table, end up in deadlock, damage relationships, or allow conflicts to spiral.

Quite often, there is an element of conflict between the parties involved in a negotiation, which extends beyond the matters ostensibly being negotiated. Such conflict might have its origins in disputed facts, differing values or incompatible policies. Personal conflicts, interpersonal conflicts and structural conflicts all point to the need for more effective tools for lasting problem-solving.

## 3. LEARNING OBJECTIVES

The five-day training course's goal is to equip participants with the strategies, tactics, and methods for organising, carrying out, and assessing business negotiations. The importance of conflict and its capacity to produce both success and failure will be understood by the participants. They will be more equipped to handle the balance between competition and cooperation in the realm of business. The participants will be able to establish a comprehensive strategy for negotiations and conflict resolutions. The participants will learn how to conduct win-win negotiations because they will have a better understanding of the concepts and improved skills for handling a variety of scenarios.

#### 4. BROAD PROGRAMME COVERAGE

- Nature of conflict and styles of conflict resolution
- Distinguish the key planning elements required for successful negotiations.
- Describe the importance of communication in negotiations.
- Conflict Resolution & Negotiation Steps
- Strategies for Resolving Conflict

#### 5. 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.

#### 6. PARTICIPANTS' PROFILE

All employees in Middle & Senior Management, working in Ministries, Central & State Government Departments, Central and State PSUs , Banks and financial institutions , Boards, Administrative Bodies, Co-operative Sector, MNCs and Private Sector, Universities, Academic Institutions etc.

#### 7. FACULTY

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

#### 8. PROGRAMME FEE & VENUE

Venue	Goa	
Programme Fee	<b>Residential Participants</b> INR 55,000/- (Rs. Fifty Five Thousand only) Plus GST @ 18%	<b>Non-Residential Participants</b> INR 30,500/- (Rs. Thirty Thousand Five Hundred only) Plus GST @ 18%

**Incentive for bulk nominations** - For nominations received along with **Online Payment or Demand**

**Draft**, at least 20 days before the program date, NPC shall offer:

- 10% discount on programme fee for sponsoring 3-5 participants and
- 15% discount of programme fee for sponsoring more than 5 participants

#### 9. CHECK-IN/CHECK-OUT INFORMATION

**Check in at Hotel/Resort:** 12 Noon Onwards on 20<sup>th</sup> February, 2023

**Check out at Hotel/Resort:** Before 12 Noon on 24<sup>th</sup> February, 2023

## 10. PAYMENT DETAILS

Programme fee inclusive of GST to be paid in advance and proof of payment to be attached along with application form

- **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: 07AAATN0402F1Z8

*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.*

## 11. HOW TO APPLY

- Please apply in prescribed application format enclosed with this brochure. Nominations may be sent to the following address:

<p><b>The Training Coordinator,</b> National Productivity Council, 5-6, Institutional Area, Lodhi Road New Delhi – 110003 Email Id: <a href="mailto:npctraining@npcindia.gov.in">npctraining@npcindia.gov.in</a> Tel: 011-24607319, 0512-2224176</p>	<p><b>Program Coordinator</b> Asmita Raj (97173 55833) National Productivity Council (NPC) 5-6 Institutional Area, Lodhi Road, New Delhi – 110003 Email Id: <a href="mailto:asmita.raj@npcindia.gov.in">asmita.raj@npcindia.gov.in</a> Tel: 011-24607376, 011-24607352</p>
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### **LAST DATE FOR RECEIVING CONFIRMED NOMINATIONS: 13<sup>th</sup> February, 2023**

The nominating authority of the participant's organisation may kindly ensure that the nomination(s) are sent within the prescribed deadline in the enclosed nomination form. For any correspondence related to this programme please mention the reference no.: **NPC/HQ/HRM/T8/22-23**

## 12. GENERAL INSTRUCTIONS

- Due to limited number of seats, the nominating authority of the participant's organisation may kindly ensure that the nomination(s) are sent within the prescribed deadline in the enclosed nomination form. Acceptance of the nominations is subject to the seat availability and receipt of programme fee latest by the last date for nominations.

- 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.
- The Non-residential programme fee covers the professional fee towards training, lunch and refreshments during the training program. 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 towards to-and-fro travel from 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.

### FORTHCOMING TRAINING PROGRAMMES

Programme	Venue	Dates	Last Date	Participation Fee Per Person
Transformational Leadership & Team Building <b>NPC/HQ/HRM/T9/22-23</b>	Gangtok	March 13-17, 2023	<b>06/03/2023</b>	55,000+ GST for Residential 30,500+ GST Non- Residential
Negotiation & Conflict Resolution Strategies <b>NPC/HQ/HRM/T10/22-23</b>	Port Blair	March 13-17, 2023	<b>06/03/2023</b>	55,000+ GST for Residential 30,500+ GST Non- Residential
For further details of programme, please visit - <a href="https://www.npcindia.gov.in/NPC/User/TrainingHeadQuater">https://www.npcindia.gov.in/NPC/User/TrainingHeadQuater</a>				



# NATIONAL PRODUCTIVITY COUNCIL

## APPLICATION FORM FOR NOMINATIONS

**Title of Programme: Negotiation and Conflict Resolution Strategies at Goa**

**Programme Duration: 20<sup>th</sup> – 24<sup>th</sup> February, 2023**

### I. Details of Nominated Participants:

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

### II. Details of Nominating Authority:

Name:

Designation:

Organization:

GST No:

Address

Contact Number:

Email ID:

Signature

### III. Details of Proof of payment of Programme fee (RTGS / NEFT Details; Cheque, DD): \_\_\_\_\_

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#### 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 and Programme Code
- 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: 07AAATN0402F1Z8