



National Productivity Council

Training Programme
on

SYSTEMATIC PROBLEM SOLVING, CONFLICT RESOLUTION &
CHANGE MANAGEMENT

PROGRAMME CODE: T2425CDG02

14-18 October 2024
(Manali, H.P)

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 OBJECTIVE

NPC has designed the training program to help understand the concept, process and techniques of systematic problem solving, conflict resolution and problem solving and change management. The training program enable the participant to develop specific systematic problem-solving skills in order enhance their contribution to the organizational decision making.

4. BROAD PROGRAMME COVERAGE

- 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
- Teamwork & Empowerment
- Creating Good Organizational Culture
- Dealing with resistance and Managing Change
- Leadership Styles to facilitate Change.
- Leading Change with Motivation & Effective Communication

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

Officials from Central & State Government Departments, Academic Institutions, Public Sector Undertakings, Private Sector Units, Co-operative Sector Organizations, Financial Institutions, NBFCs, Corporations, Labor Unions/Associations.

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

Programme Code	T2425CDG02	
Program Venue	Hotel _____, Manali, H.P	
Programme Fee	Residential Participants ₹ __65,000_____-/- + 18% GST	Non-Residential Participants ₹ _45,000_____-/- + 18% GST
For Residential Participants	Check-in at hotel - (12:00 pm) Check-out from Hotel - (9:00 am)	

9. 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.

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: (two weeks before the scheduled date of programme)

<p>Ashok Kumar Deputy Director National Productivity Council, Bay No. 1 & 2, Sector 14, Panchkula, Haryana Mobile No. 9888481938 Email: ashok.kumar@npcindia.gov.in</p>	<p>Sh. Suvyendu Shivakar, Deputy Director Mobile No.: +91-6287872655 Email: suvyendu.s@npcindia.gov.in</p>
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NATIONAL PRODUCTIVITY COUNCIL
5-6 Institutional Area, Lodhi Road, New Delhi – 110003

APPLICATION FORM FOR NOMINATIONS

Title of Programme: Systematic Problem Solving, Conflict Resolution & Change Management

Programme Code: T2425CDG02

Programme Duration: 14/10/2024 to 18/10/2024

Venue/ Location: Manali (H.P.)

Select Participation on Residential Basis

OR Non-Residential Basis

Details of Nominated Participants:

S. No	Name of Delegate	Designation	Mobile No.	Email ID	Participant Organisation Address (kindly provide full address of correspondence)
1					
2					
3					
4					
5					

Details of Nominating Authority:

S. No	Name of Nominating Authority	Designation	Mobile No.	Email ID	Nominating Authority Organization Address (kindly provide full address of correspondence)
1					

Select, if Organization is GST Exempted

OR

Select, if Organization is Not GST Exempted

SELF DECLARATION ON GST EXEMPTION (OPTIONAL)

As per GST 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.

- I/We hereby declare that we meet all the conditions stipulated in the aforementioned GST notifications and qualify for exemption from GST payment for the training program mentioned above.
- I/We acknowledge that any breaches or non-compliance with the specified conditions may result in the collection of GST, interest, and penalty amounts by NPC on behalf of the GST department at a later stage whenever the GST department raises the same to NPC.
- I/We also declare that it is the responsibility of the participant organization to verify their eligibility to avail the benefit, and NPC is not responsible for checking the eligibility. *I certify that the above information is correct

Signature: _____ Date: _____ and Place: _____

For Organisation who are Not Exempted and having GST registration GST No. (Mandatory) _____

(Kindly provide the GST number of organisation on which GST Invoice to be raised)

Organisation PAN No. (Optional) _____

Organisation TAN No. (Mandatory on TDS deduction) _____

DECLARATION

*I certify that the above information is correct

Signature: _____ Date: _____ and Place: _____

10. GENERAL INSTRUCTIONS

- ❖ Due to limited number of seats, it is recommended to send the nominations as per attached format at the earliest, for ensuring the availability. 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.
- ❖ Each participant should carry their ID cards and necessary letters / orders issued by their department for attending the training program.
- ❖ 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.
- ❖ 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.