

INTRODUCTION:

Today, when organisations have equal access to all resources, most of them are relying on their people, especially those at the managerial level to meet the aspirations of the customer and citizens, as the only source of competitive advantage. More than ever, the effectiveness and productivity of an organisation today depends upon the skills and effectiveness of its managers.

One such skill team work and conflict management is the key for performance enhancement of the organisation. It has become imperative for all managers to upgrade their knowledge & skills and be effective in order to attain organisational as well as individual performance. Conflict is a fact of human life, can lead to pain, destruction and hostilities, but conflicts can also produce change and result in growth. A major managerial responsibility is building a productive team and to resolve conflicts so that individuals can function effectively.

Keeping in view of the above the training programme has been designed to discuss the importance of team work and conflict management and its role in improving managerial effectiveness and productivity.

OBJECTIVES:

- To develop understanding of concept of managerial effectiveness
- To help the participants to understand the importance of team work and value of resolving the conflicts for developing effective relationship and work culture
- To enable the participant to develop specific skills such as team work and conflict management in order to enhance their contribution to the organisational growth.
- To provide the participants an opportunity for sharing experiences and analysing managerial styles thereby, enabling them to meet the diverse needs of your teams.

CONTENTS:

- Organisational & Managerial Effectiveness
- Managerial Style capability to increase Managerial Effectiveness
- Understanding, Building and Developing Teams
- Team Building Strategies
- Team Leadership
- Organisational Communication and Team Performance
- Group Dynamics & Interpersonal Conflict
- Nature and Source of Conflict
- Style & Strategies for Managing Conflict

PARTICIPANT'S PROFILE:

Senior/ middle level of executives/ officers from various functions of government departments, Public sector, Private Sector, Co-operative sectors, Corporations, Boards, Banks, Financial Institutions, Service & Autonomous organisations etc. The programme is also useful for Jr. level executive/officers, section officer/ head, supervisor who are discharging or likely to discharge the managerial role in future.

FACULTY:

Senior NPC consultants and experts from the field would conduct the training programme.

METHODOLOGY:

Methodology of the programme would be participative in nature. The sessions would be based on conceptual deliberations, case studies, success stories, management games and group discussion.

VENUE & DATES

Mussoorie

May 17-21, 2010

Programme starts on 17/05/2010 at 1730 hrs.

Programme closes on 21/05/2010 at 1030 hrs.

Check – in for residential participants: 17/05/2010 (FN)

Check – out for residential participants: 21/05/2010 (FN)

NPC would not be in a position to provide accommodation before or after the above dates and participants requiring it would be required to arrange the same on their own.

The accommodation will be booked for a group of 20 participants on first come first served basis subject to realisation of participation fee before start of the programme.

PARTICIPATION FEE:

Rs.30000/- (Rs. Thirty Thousand Only) per participant for *residential participants*, inclusive of boarding & lodging charges during the programme and programme material.

Rs.20000/- (Rs. Twenty Thousand Only) per participants for *non-residential participants*, inclusive of working lunch and course material.

The demand drafts should be drawn in favour of **National Productivity Council, Jaipur.**

For the residential participants accompanying spouse the charges would be approximately Rs.4000/- for the whole duration for accompanying children between 6-12 years the charges would be approximately Rs. 2000/- for the whole duration payable to hotel.

Fee is non refundable but substitution can be made or can be adjusted against future nominations.

REGISTRATION:

Nominations may be sent stating participants name, designation, contact address, telephone, fax, email address, whether residential or non-residential along with DD/Cheque towards participation fee should reach NPC, Jaipur latest by May 3, 2010
The Programme Director

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ABOUT NATIONAL PRODUCTIVITY COUNCIL

National Productivity Council (NPC), is a national level organisation under Department of Industrial Policy & Promotion, Ministry of Commerce & Industries, Govt. of India, to promote productivity culture in India. Established as a registered society by the Government of India, it is an autonomous, tripartite, non-profit organisation with equal representation from the government, employers and workers' organisation, apart from technical and professional institution on its governing council. NPC provides consultancy, training and undertakes research in the areas of productivity, besides implementing the productivity promotion programmes of the Tokyo based Asian Productivity Organisation (APO), an inter-governmental body of which the Government of India is a founder member.

NPC Jaipur is engaged in providing training to employees at all levels in the areas of Productivity, Quality and Organisational Effectiveness for more than two decades in the state of Rajasthan. Consultancy assignments in above mentioned areas are taken up based on the requirements identified. The services offered include:

Consultancy – Improving Productivity for competitiveness through consultancy work. These includes:-

- Total Quality Management (TQM) & Six Sigma
- World Class/ Lean Manufacturing
- Implementing Productivity Techniques like Quality Circles, Kaizen, 5-S
- Productivity Study and Productivity Norms
- Organisational/ Business Process Re-engineering
- System & Procedure Analysis and Manpower Assessment & Planning
- Designing Incentive Schemes
- Training Needs Assessment
- Designing Performance Appraisal System
- Competency Mapping, HR Audit
- Customer Satisfaction Measurement

Training – Training to Senior/Middle/Junior level executives, Supervisor, Workers & Trade Union Leader from Private, Public, Government and Co-operative Sector, Banks, according to the needs of the organisation with the focus is on providing inputs for improved resource management and enhancing the managerial adaptability to meet the fast changing demands of work environment.

- Human Resource Development including customised training programmes like Workers Development Programme, and Supervisory Development Programmes, Executive Development Programme
- Organisational Effectiveness & Managerial Effectiveness
- TQM, Lean Management, Six Sigma, QC, Kaizen, 5S
- Effective Office Management

Our forthcoming training programmes

Effective Office Secretary, Focus: e-Age Tools	June 21-25, 2010
Lean Office Management	July 19-23, 2010
Total Quality & Lean Management	August 16-20, 2010

Training Programme

on

MANAGERIAL EFFECTIVENESS

Focus: Team Work & Conflict Management

at

MUSSOORIE

May 17-21, 2010



**NATIONAL PRODUCTIVITY COUNCIL
JAIPUR**

Dear Sir,

National Productivity Council (NPC) Jaipur is pleased to announce its Training Programme on “**Managerial Effectiveness, Focus: Team Work & Conflict Management**” from **May 17-21, 2010** at **Mussoorie**.

The focus of this programme is on importance of Team work and Conflict Resolution capabilities, and its role in improving Managerial Effectiveness and Productivity. The brochure giving programme details and methodology is enclosed for your kind perusal. The programme fee of **Rs.30000/- (Rs. Thirty Thousand Only)** for **residential participants** is inclusive of boarding and lodging arrangement for the participants during the programme, and cost of the course material kit etc or **Rs.20000/- (Rs. Twenty Thousand Only)** for non-residential participants is inclusive of working lunch and course material kit.

The programme has been designed for middle/ senior level executives/ officers from various functions and the trade union officials from central & state government, public sector, private sector, co-operative sector organisations /institutions, banks, financial institutions, central and state government departments. The programme is also useful for Jr. level executive/ officers, section officer/ head, supervisor who are discharging or likely to discharge the managerial duties in future.

We are sure that you would take advantage of this and nominate a few officials from your organisation. The nomination form is also enclosed with the brochure. The last date of the nomination along with the participation fee is **May 3, 2010**.

Kindly feel free to write to us in case any further clarification is required. Thanking you and hoping for an early reply,

Yours sincerely,

(Mukesh Singh)
Programme Director

Encl: Programme Brochure