

# Conflict Management

February 17 - 19, 2020

**3 - Day Leadership Development Program**



## Conflict Management

In any organization, workplace conflicts that remain unresolved are likely to negatively impact individual and group productivity, decision making, team building, and employee retention. The Conflict Management is a three days' program designed to help leaders know themselves, understand the dynamics of diversity and equip them with the skills to manage conflict. The soft skills acquired through this program will enable managers to use resolution skills to prevent and manage conflict at the workplace.

## Major Topics Covered

This training workshop will entail the topics like self-analysis, leading diverse work force and manage the conflict in the local industrial context. A day wise breakup of the program is included for total duration of 3 days.

## Our Approach

Interactive approach will be adopted. With the help diagnostic tools, the participants will know their personality profile and leadership styles. Through group discussion and cultural intelligence model, the contextual training will be imparted. Audio/Video aids, group exercises and case studies will be used for better comprehension of the participants.

## Our Expertise

FFC is involved in imparting training to professionals for more than a decade through the faculty of our highly skilled and experienced instructors. Over a period of time it has been realised that besides the engineering skills there is a need to equip future leaders with managerial skills to develop them into competent leaders. This training workshop is being conducted by our highly professional instructors who possess practical experience of managing conflicts, industrial relations and team building.

## Benefits

This program will help leaders know themselves and understand core principles of leading a diverse, inclusive organization and develop plans to mitigate institutional risks and costs associated with workplace conflict. Three days' interactive sessions will help leaders understand types of conflicts in an organization and equip them with tools and techniques to manage conflict for better organizational performance.

## Target Audience

Managers from 3 to 10 years of practical experience can draw maximum benefit from this workshop.



## Day One:

### Self-Analysis

Capability Framework  
Talent Q Assessment  
Cultural Intelligence Model

## Day Two:

### Diversity Management

Diversity in an organisational context  
Challenges of managing diversity  
Strategies to manage diversity  
Discussion on cases  
Group exercise

## Day Three:

### Conflict Management

Definition and types of conflict  
Levels of conflict  
Causes of conflict  
The process of conflict  
Different responses to conflict  
Conflict analysis  
Techniques of conflict prevention and management  
Case studies  
Group Exercise

## Instructor Profile

**Brigadier Muhammad Jamil, SI(M), (Retd)**  
**Factory Manager FFC Plant, Mirpur Mathelo**

With three master degrees and over thirty years of field experience mainly in the public sector, United Nations and the Industry, Mr. Jamil is a senior and experienced consultant who besides his traditional qualifications also developed himself through short courses from great institutes like LUMS, Lahore, IBA, Karachi, Australian Institute of Management, Sydney, Harvard, USA, etc. He has managed FFC Plant at Mirpur Mathelo, Sindh as a Factory / Resident Manager where he remained actively involved in Conflict management. He managed various stake holders in Industrial Relations and successfully concluded various agreements with Labour Unions and other government departments. He is an inspiring leader who likes to share his knowledge and expertise. He has been part of international conferences and conducted various workshops at the Plant site Mirpur Mathelo for faculty and plant engineers.



# Registration & Venue

## Workshop Dates:

The three-day leadership development program will be held from 17 - 19 Feb 2020.

## Venue:

The training will be conducted at FFC Head Office, SONA Towers situated opposite Pearl Continental Hotel on Mall Road in Rawalpindi Cantonment.

## Training Fee:

The fee is **Rs. 35,000/-** (excluding tax) per participant.

Inclusive of Course material, Program Certificate, Lunch, Refreshments & Business networking.

## Discounts:

Discount of 10% available for all nominations received before 17th January 2020.

Group discount of 10% for 3 or more nominations from an organization.

## Lunch & Refreshments:

Refreshment breaks during the program days along with lunch at our cafeteria are included in the cost.

## Registration:

Please fill in our application form for registration and email at **techservices@ffc.com.pk**. Confirmation will be sent within one week of registration.

## Payment Mode:

Payment is due upon receipt of the acceptance letter along with the invoice. Please ensure that the payment reaches

the office before the start of the program. Our preferred mode of payment is by cheque / banker's draft payable to Fauji Fertilizer Company Limited. Please send the cheque / draft to:

**Technical Services (HO),  
Fauji Fertilizer Company Ltd,  
Sona Towers, 156 - The Mall, Rawalpindi,  
Tel: +92-51-8454840**



## Cancellation/Substitutes & Refund:

In case a registered participant is unable to attend, please inform at least 2 days before the workshop for any substitute participation. Cancellation is free up to 7 days before workshop start date (except for an application processing fee of **Rs. 5,000**). A refund will not be possible after that or in case of no show.

## For Queries Contact:

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