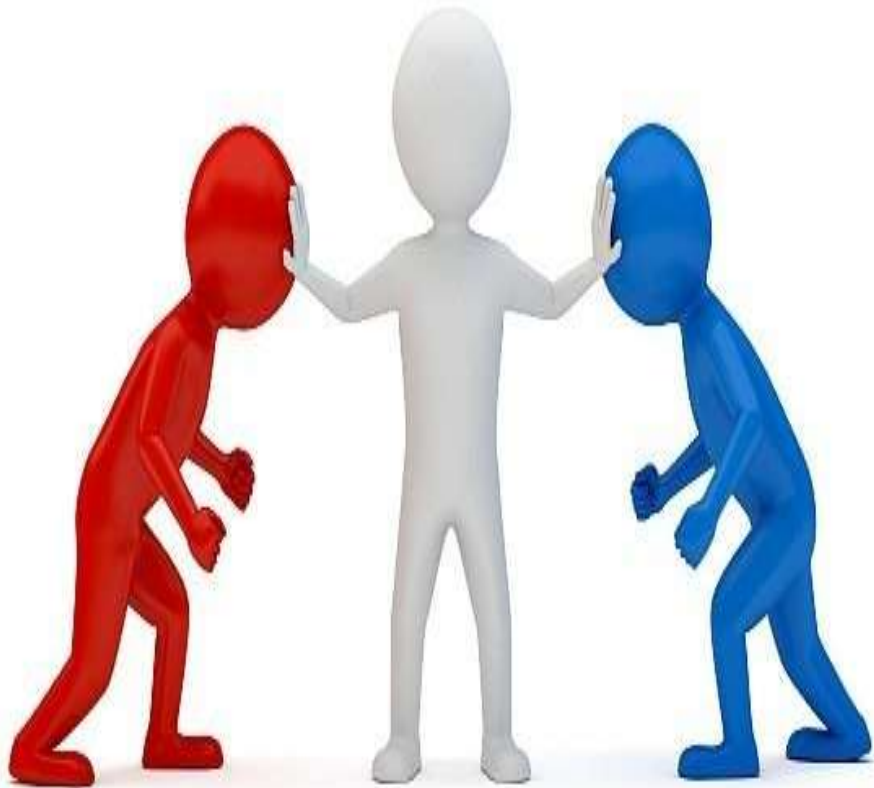


# CM and NS

-- **Director of Panchayat and PRTI – TEAM**

# Conflict Management and Negotiation Skill



-- Director of Panchayat and PRTI – TEAM

**Can you please identify the conflict zones  
and issues that can be solved through  
negotiation --**



# What shall we learn from this session ?

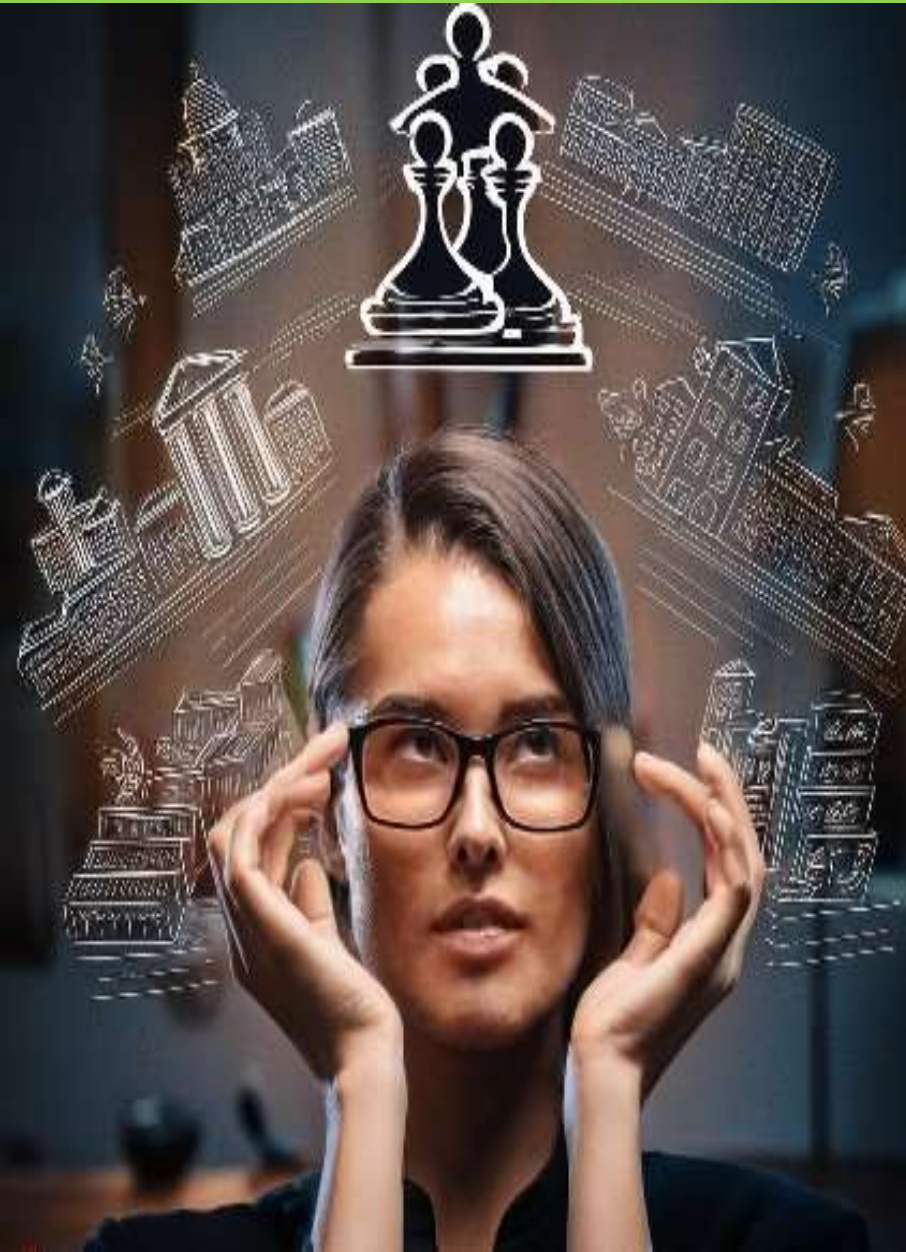
- 1. Shall we learn what is Conflict and conflict Management ?**
- 2. Shall we learn the skill through which we can win all conflicts ?**
- 3. Shall we gather any idea about various perspective of negotiation skills ?**
- 4. Shall we learn the utmost skill to master in all negotiations ?**

# What shall we learn from this session ?

- 1 Shall we learn what is Conflict and conflict Management ?
- 2 Shall we learn the skill through which we can win all conflicts ?
- 3 Shall we gather any idea about various perspective of negotiation skills ?
- 4 Shall we learn the utmost skill to master in all negotiations ?

**NO**

# Then What shall we learn?



**----Perhaps some new approach for personal management – development .**

**----May be some idea to deal with power and politics .**



May be you have all those knowledge



~~-----Perhaps some new approach for personal management-development~~

~~-----May be some idea to deal with power and politics~~

**So you may skip this session without any hesitation !!**

**This session may continue even after  
5.30PM**

**So you may skip this session without any  
hesitation !!**



# Still if you decide to be here --



**You need to be focused**



**You need to be here with positive mindset**



**Kick the sleep !**

**Please Switch Off The Mobile  
Or Keep It In Silent Mode**

# We shall not discuss --



**---Anything within the perspective of Conflict from any Management Book –curriculum .**

**---Anything within the perspective of Conflict Management from any Management Book --- curriculum .**

**---Anything about Power and politics per se Negotiation skill from any academic point of view .**

# Let Us Start --



# Read – Repeat – Repeat – Realize (4R)

**You are as young as your faith**  
**As old as your doubts**  
**As young as your self confidence**  
**As old as your fears**  
**As young as your hope**  
**As old as your despair**  
**Years may wrinkle the skin**  
**But to give up enthusiasm**  
**Wrinkles the soul .**

**----Samuel Ullman**

**‘Administration is meant to achieve something and not to exist in some kind of an ivory tower following certain rules of procedure and Narcissus –like looking on itself with complete satisfaction . The test after all , is the human being and their welfare’.**

**---Jawaharlal Nehru**

# The Three Types of Employees

**1**

**ENGAGED** , employees work with passion feel a profound connection to their organization . They drive innovation and move the organization forward

**2**

**NOT-ENGAGED** , employees are essentially ‘checked out ‘ . They are sleepwalking through their workday , putting time –but not energy or passion --- into their work

**3**

**ACTIVELY DISENGAGED** , employees are not just unhappy at work ; they are busy acting out their unhappiness . Everyday these employees undermine what their engaged coworkers accomplish .



trust  
communication  
teamwork pride  
perfection excellence  
confidence commitment  
support leadership  
**values**  
progress  
quality accountability  
courage integrity  
respect passion  
honesty openness  
reliability simplicity  
vision potential  
progress



**As a PExO – YOU NEED TO BE A LEADER  
AND AS WELL AS GOOD TEAM MEMBER**

**What is your AIM ?**

**Under –Led and Over –Managed ?**

# Under –Led and Over –Managed ?

Officers have subordinates	Leaders have followers
Officers use authoritarian style	Leaders have a motivational style
Officers tell what to do	Leaders show what to do
Officers have good ideas	Leaders implement good ideas
Officers react to change	Leaders create change
Officers try to be heroes	Leaders make heroes of everyone around them
Officers exercise power over people	Leaders develop power with people

# Four Basic Mantra For Any Manager

**Observe**  
**Orient**  
**Decide**  
**Act**  
(OODA)

1. **Observe** , what is happening as a consequence of your action and how the environment is responding to those actions .
2. **Orient**, your views of how you might proceed , based on what you have observed .
3. **Decide**, what your next action , a course correction if you will , should be .
4. **Act**, and repeat that learnt process .

# What do you want to become ?

1. A good Officer / Manager
2. A good Leader
3. Mixed of both attracting the situation

Dalai Lama	Donald Trump	Mahatma Gandhi
Narendra Modi	Steve Jobs	Nelson Mandela
Barack Obama	Suvash Ch Bose	Abraham Lincoln

**\*\*\* A lesson here is that who we choose as leader differs from person to person – there is not a clear , single definition of a leader that works for everyone ; but we may develop definite definition of a good officer / manager**

**We will win**

----ON CONFLICT MGMT

----NEGOTIATION



**Let Us Play A Game**



Why Did you do So ?

কেনো আপনাবা

এরকম করলেন ?

**Is it because I told  
you to do so ?**

**Yes / No**











**Win – What ?**

**How ?**





**Who are they ?**



# First explorer to reach summit of Mt Everest

- At 11.30 am
- May , 29
- Year 1953
- **Edmund Hillary**
- **Tenzing Norgay**

**Two men wanted to  
climb a mountain**

**What is needed for them ?**



**GOAL**

The image features the word "GOAL" in large, bold, red 3D block letters. The letter "O" is replaced by a circular target with concentric black and white rings and a red bullseye. A red arrow with a black shaft is shown hitting the bullseye. The entire scene is set against a white background with a subtle gradient and a reflection of the letters and target on a light gray surface below.

How to start Action ?











Action is started .....

But how to succeed ?



**SUCCESS  
STARTS  
WITH  
SELF  
DISCIPLINE**

**What**

**is**

**self discipline ?**

**'Name of self discipline is 241'**

What is this ?

# Indian Cricket Team in Australia

- Series of 2003-04
- Sourav was Captain
- After three Tests result is 1-1
- Fourth Test from 2/1/2004
- There was NY party on 31/12/2003
- One batsman of Indian team is very down
- In five innings his score was only 82

# He was not in a position to play on Off Side

- Last test started
- India were 128/2 after Lunch
- He came to bat
- Australians knew he will be out soon
- After first day he was not out on 73
- After second day he was not out on 220 ; India 650/5
- On 3<sup>rd</sup> Day India declared



# He was not out on 241 ; India 705/7

- He was not out on 241
- He played 436 balls
- No shot of SIX
- Crossed boundary for 4 runs 33 times
- Strike rate over 50
- He batted for 613 minutes –more than 10 hours
- HE NEVER PLAYED A SHOT ON OFF SIDE

# It was his first double century in TEST

- In second innings he was again not out on 60
- Australians failed to get his wicket
- In second innings too he never played on off side
- In both innings he never played cover drive –his one of favourite
- Did not want to play on off side in those innings ?
- How could he control himself ?

**Before 4<sup>th</sup> test on 31<sup>st</sup> night he called his brother and his brother told him --**

***'If you decide that you will not be out , nobody can get your wicket ; if you decide that you will not play on off side , nobody can force you'***

**He followed – SELF DISCIPLINE**

**So ,**

**‘Name of self discipline is 241’**

**WHO IS HE ?**

A cricket player in a white uniform and blue helmet, holding a bat, standing on a green field. The player is wearing a white shirt with "SAHAR" visible on the chest. The background is a blurred green field.

**New Mantra**

**‘Name of self discipline is 241’**

# How could he control himself ?

-- Obviously **DISCIPLINE** but **ATTITUDE** also matters

The first step to develop a positive attitude is to become aware of the true nature of your current attitude . This is not always as easy as it sounds , but how you react to various situations can tell a great deal about your basic ongoing attitude . To succeed in any of your endeavors you must approach them with a positive or affirmative attitude .



# What is your Positive Attitude Quotient (PAQ) ?

*“Whenever you’re in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.”*

—William James

**What is your Positive Attitude Quotient (PAQ) ?**



‘Don’t quit’



**‘I do not need rest . I enjoy my work and at work I rest . I rest with **my good work**’.**

# Attitude reflects Positively and Negatively

<b>FATALISM</b>	If it happens , it happens
<b>RECKLESSNESS</b>	Foo !!! I can tackle anything ....I don't care .
<b>OVERCONFIDENCE</b>	I am having experience of doing election for at least 15 times ....no need for training .
<b>LAZINESS</b>	There are so many ppts and six sessions a day , it is not possible to cope up
<b>IGNORANCE</b>	I did not know that before leaving the PRTI without participating the sessions , I have to take permission properly
<b>CARELESSNESS</b> <b>CYNICISM</b>	<b>It does not really matter</b> All the works as assigned to me is not appropriate , one student of class-V , can do these

**Negative FROLIC**

# TRUST !



**Recently mentioned that the biggest quality that is required between a creator and an audience is TRUST !**

**Don't think that a creator only means a social media influencer . It stands for everyone – even you as PExO .**

## Negotiation and Skill

**Distributive (win-lose)**

**Integrative (win-win)**

What is your Option ?



## Negotiation and Skill

**What have you  
negotiated?**

**What have you successfully negotiated ?**

**What factors helped enable your success?**

# Negotiation and Skill

## Planning to negotiate(EEFITA)

- # Establish your objectives
- # Establish other party's objectives
- # Frame negotiation as a joint search for a solution
- # Identify areas of agreement
- # Trouble shoot disagreements: bargain & seek alternative solutions, introduce trade offs
- # Agreement and close: summarise and ensure acceptance

# Negotiation and Skill

## How to influence others

**The three 'Ps':**

**Position (power?)**

**Perspective (empathy)**

**Problems (solutions)**

# Negotiation and Skill

## How to succeed ? – ‘CIRCULAR’

**Confidence** in presenting it

**Incentives and trade offs**

**Rapport**

**Courtesy** to the other party

**Understanding** the environment proper

**Legitimacy** of your case

**Adaptation** to the other party's style

**Research** the bigger picture

# Want to win negotiation ?

**If you want to get prospects, clients, colleagues, bosses , Public representatives or anybody to say “yes” to what you want... You should have smart negotiation and communication skill .**

# Want to win negotiation ?

**There are certain sets of words that talk straight to the subconscious brain. The subconscious brain is a powerful tool in decision-making because it is preprogrammed through our conditioning to make decisions without overanalyzing them. It works a little like a computer—it has only “yes” and “no” outputs and can never land on a “maybe.” It is strong and decisive and moves quickly. Using words that talk straight to the part of the brain that is free from maybes and responds on reflex gives you a fair advantage in conversation and can result in you getting your own way more often.**



# Magic Word – 01

## I'm Not Sure If It's for You, But

**When you say to somebody, “I’m not sure if it’s for you, but.. .,” the little voice inside your listener’s head hears, “You might want to look at this.”**

# Magic Word – 02

## Open Minded ..

**Are you open Minded ? Who will say voluntarily that he / she is not open minded ?**

# Magic Word – 02

## Open Minded ..

When introducing a new idea, start with, “How open-minded are you?” This will naturally attract people toward the very thing that you’d like them to support. **Everybody wants to be open minded.**

# Magic Word – 03

I know you know a lot but can you please guide me ..

**How often do you find yourself in a conversation that quickly becomes a debate because you are speaking with someone who thinks they know best and perhaps even wishes to lecture you with their opinions?**

# Magic Word – 03

I know you know a lot but can you please guide me ..

The best way to overcome the **“I know best”** mentality of many people is to question the knowledge on which the other person’s opinion was founded. This question allow the other person to realize their opinion is perhaps not correct, and they can quickly become far more receptive to change.

# Magic Word – 04

## How Would You Feel If?

**It is the meaning of this word that creates the true base for understanding all areas of negotiation, influence and persuasion, and you should explore it further if you would like to perform at your peak.**



# Magic Word – 04

## How Would You Feel If?

**The real world tells us that people will work far harder to avoid a potential loss than they will to achieve a potential gain. Creating these conditional future scenarios using the words, “How would you feel if...?” gets people excited about their future and gives them a reason to move either toward the good news or away from the bad news. Remember, the greater the contrast, the more likely you are to get that someone to move.**

# Magic Word – 05

## Just Imagine

**Do you know that every decision any human makes is made at least twice? The decision is first made in your mind hypothetically before it is ever made in reality. Creating pictures in the minds of others is done by telling stories. When you hear “Just imagine,” the brain pictures the very scenario you are creating.**

## Magic Word – 06

# When Would Be a Good Time?

This simple set of words helps us overcome one of the biggest challenges you face when trying to get people to take a serious look at your product, service or idea. The preface **“When would be a good time to...?”** prompts the other person to assume that there will be a good time and that no is not an option.

# Magic Word – 07

**I'm Guessing You Haven't Got Around To**

**By pushing for the negative scenario, you get people to rise to the positive or to tell you how they are going to fix the thing they said they were going to do.**

## Magic Word – 08

**What questions do you have for me?**

**A simple change of wording puts you in control. Swap the phrase, “Do you have any questions?” with the improved, “What questions do you have for me?”**

# Magic Word – 09

## If –then ....

**By creating these “if... then” sandwiches, you can position guaranteed outcomes that are very difficult not to believe. If you are prepared to give this a try, then it is certain you will see the results as early as the first day you try it.**



# Magic Word – 10

## Most People ...

These two words, which contain just ten letters, are possibly responsible for most of the negotiating success than any other single strategy so far employed . When you tell people what most people would do, their brain says, **“I’m most people, so perhaps that is what I should do too.”**

# Magic Word – 11

**Can you please help me to understand**

**To overcome an objection, you must first understand what an objection really is. There is always the possibility that an objection is an alternative to saying, “No thank you,” or a way of pushing the decision away for another day. **Success in negotiating is all about maintaining control in a conversation, and the person in control is always the person who is asking the questions.****

# Magic Word – 12

## Before You Make Your Mind Up

When you find yourself in a position in which the other person is leaning toward not choosing your idea, you can quickly move them back in your direction by prefacing your next action with another set of Magic Words: “Before you make your mind up...” **Before you make your mind up, wouldn't it make sense to speak to a few more people about the difference this could make for you?**

# TRUST !



**Recently mentioned that the biggest quality that is required between a creator and an audience is TRUST !**

**Don't think that a creator only means a social media influencer . It stands for everyone – even you as PExO .**

# **Storytelling – a utmost SKILL !**

**Storytelling as a tool helps you bridge that critical gap by sounding authentic and building that missing level of trust**

**As someone who does marketing and understands human psychology during the hours of the day , the single biggest human insight over the upcoming decade is the need for authenticity and trust .**

# **Yes it is storytelling –medicine for survival**

**The reason you and I have survived the hazardous journey of human evolution is our ability to tell stories . We have survived over every other species because we could create artificial stories like the notion of countries , religion , corporate and Government .**

# What is story ?

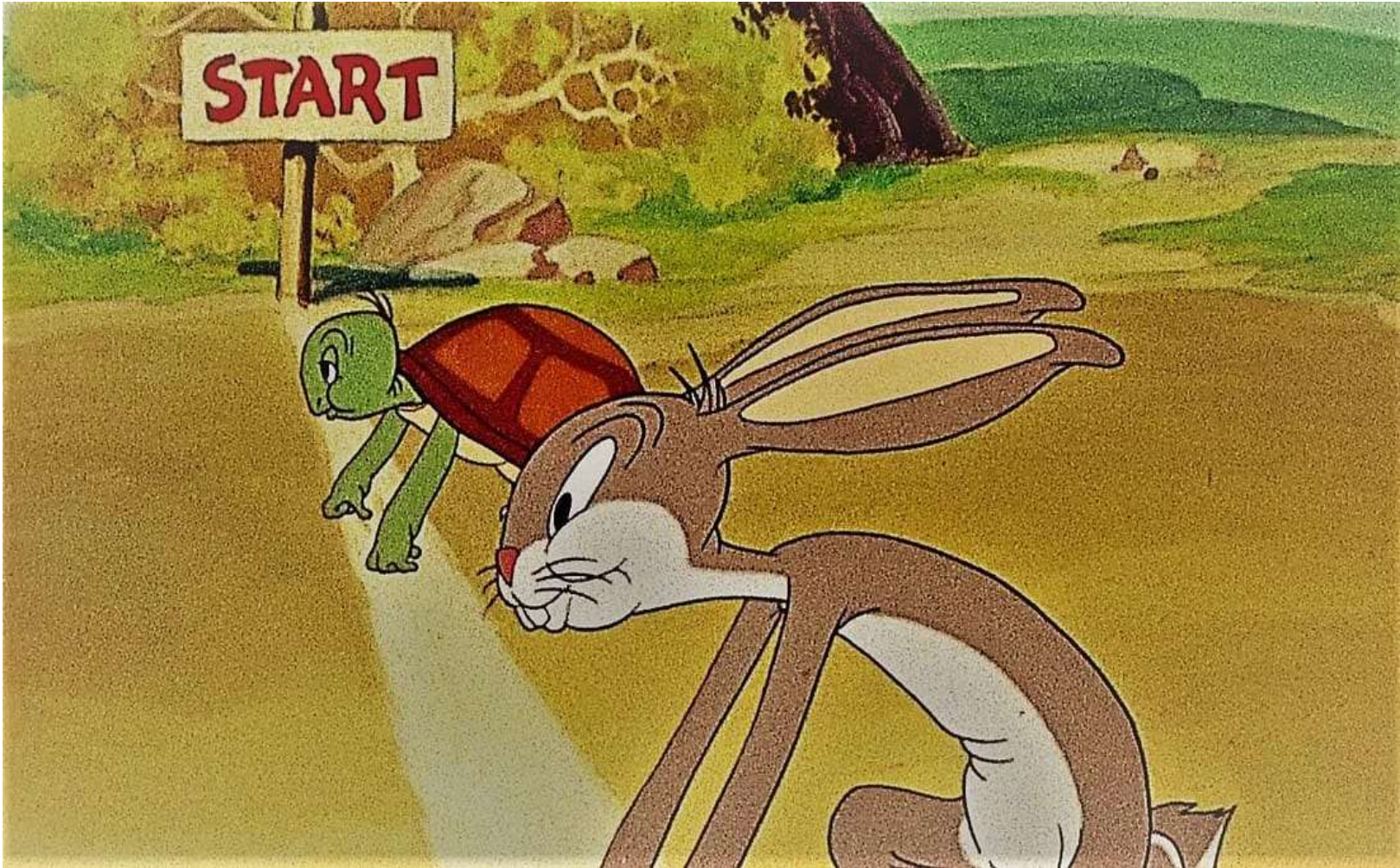
A story is what your Grandmother narrated to you when you were younger . It often had the construct , once upon a time ....there was this monster ....trying to create a problem ...then there was this great HERO ...who fought against all odds ....and beat the monster .

A Story can be summarized as –

**<Conflict>** followed by **<Struggle>** followed by  
**<resolution>**



# Let Us Develop A Story ...





# Civilization and story telling

**How long do you think our species, humans or Homo sapiens, has been alive on this planet? 5,000 years? 50,000 years? The actual answer is: in excess of 200,000 years, at least that far long and maybe much more.**

**To put this number into perspective, the world didn't have Instagram, TikTok or the iPhone then, not even the computer and many more things. Given their miserable lives without social media, have you wondered **how they survived for so many tens of thousands of years?****

# Civilization and story telling

**How did we survive for so many tens of thousands of years?**

**# After all, humans are not the fastest runners. They can't outrun a cheetah.**

**# They don't have claws to pounce on their prey. Your pointy nails come close but not close enough.**

**# They can't hunt like a lion.**

**#They don't swim fast enough. They can't outswim a shark.**

**#They don't camouflage very well in the wild. They can't camouflage like a chameleon.**

# Civilization and story telling

**The question is how?**

**CREATE AN INVINCIBLE SOCIAL STRUCTURE**

**A good story can hold another person's attention for a significant period of time. When you get millions of humans hooked on common stories, they tend to work together and combine their resources and intelligence to become a united cohesive pack that can easily conquer other competing species.**

**The two most common stories that were crafted to bring millions of humans together were religion, the story of God almighty, along with political systems.....NOW ADMINISTRATION TOO**

# Civilization and story telling

**How did the stories about religion and politics bring our ancestors together?**

**Religion created a set of principles and a belief in a larger- than-life persona, God to be precise, that asked people to follow a similar life and assist the poor and avoid violence, most of the time.**

**Religion created a story about a shared notion of values via festivals and a shared notion of prosperity to make people coordinate at scale. While I am no one to suggest if God exists or not, a conceptual God did ensure that all the followers of a particular religion (e.g., Christianity, Islam and Hinduism) tended to be nudged to behave under a common umbrella. While there were wars among religious sects and even within the followers of a particular religion, by and large, humans tended to cooperate with each other.**

# Civilization and story telling

**The other institution that assisted in bringing humans together was the concept of politics. A political party or a kingdom forced people to cooperate and coordinate with each other through stories of a political system that promised shared values and prosperity. As people believed in this notion, willingly or unwillingly, it enabled their political paymasters to charge levies, raise taxes and govern the human species. This allowed the political classes to get humans to coordinate at an unprecedented level to build bridges, roads or even monuments.**

# Civilization and story telling

## EVOLUTION SUGGESTS THE END MATTERS --- HOW ?

**Scenario -1 : Ten minutes of colonoscopy which is highly irritating, say a 7 on a pain scale of 1-10 where 10 is the maximum . Within 10 minutes the procedure will be completed and you will be relieved .**

**Scenario 2: Fifteen minutes of colonoscopy which is a combination of 10 minutes of irritating pain on a scale of 7 out of 10 and in last 5 minutes the pain will be gradually decreased with almost no pain at last ; the procedure will be completed with relief though here time will be more**

# Civilization and story telling

## EVOLUTION SUGGESTS THE END MATTERS --- HOW ?

**Scenario 1: Ten minutes of colonoscopy which is highly irritating, say a 7 on a pain scale of 1-10 where 10 is the maximum .**

**Scenario 2: Fifteen minutes of colonoscopy which is a combination of 10 minutes of irritating pain on a scale of 7 out of 10 and the last 5 minutes as a dummy exercise where the tube is largely pulled outside, and so the irritation is 2 out of 10.**

**Which scenario would you prefer? Any logical person would prefer Scenario 1 as the pain borne is 70 units (10 minutes x 7 units of pain), whereas in Scenario 2, the pain borne is 80 units (10 minutes x 7 units of pain + 5 minutes x 2 units of pain)**

# Civilization and story telling

**This is technically explained by the peak-end theory that was Daniel Kahneman, a Prize winning Israeli psychologist. In simple English, what he proved was that the human brain measured an overall experience by how it ended and the peak moments during experience rather than the overall duration of the experience. The human brain provides lower importance to the start of the experience but provides tremendous importance to the end of the experience.**

**[CONFLICT PIK\VID-20240923-WA0001.mp4](#)**



# What Next ????



**The Critical Situations where you need to apply your Conflict Management and Negotiation Skill .**



**BE COOL -----IF NOT ATTENTIVE THROUGHOUT THE  
TRAINING , CHANGE THE ATTITUDE , DEVELOP  
DISCIPLINE , YOU WILL BE A NEW PERSON WITHIN  
NEXT FEW DAYS**