



**Centre for Organization Development**  
Consulting • Training • Research

*presents*

# Program on Conflict Management Skills for Creating Productive Workplaces



COD campus  
Hyderabad



Nov 10-12, 2025

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*Program Director*  
Prof. Lalitha Akundi

While conflict is natural to the workplace and a predictable part of working with others, the unproductive conflict has a high cost and unresolved conflict negatively affects the morale, motivation, communication, attitudes and productivity. It can damage relationships, reduce productivity, and inhibit creative problem solving and innovation. Managed effectively, conflict can lead to positive, cooperative situations. Conflict Management as a competency involves having the ability to help others through emotional or tense situations, tactfully bring disagreements into the open, and define solutions that everyone can endorse. Leaders who take time to understand different perspectives work toward finding a common ground on which everyone can agree. They acknowledge the views of all sides while redirecting the energy toward a shared ideal or an agreeable resolution. Managers with their conflict management competency have the unique opportunity to step in and facilitate conflict management so that the teams can get back on track in achieving the shared objectives.

### Objective

To equip the mid-level executives with necessary conflict management competencies so that they can facilitate functional conflicts and respond effectively to various other workplace conflicts and thereby make their workplaces conflict competent.

### Contents

- Dynamics of Conflict: Good Bad and the Ugly
- Emotional Intelligence & Conflict Management
- Styles of Conflict Management
- Communication for Conflict Management
- Negotiation Strategies for Conflict Management
- Managing Stress in Conflict Management
- Moving from Conflict to Collaboration

### Who can Participate?

This program is designed for middle and level executives of public sector, private sector and government organizations who have moved into managerial roles.



The best way to resolve any conflict is through open and honest communication.

- JOHN F KENNEDY

## Methodology

The program is curated to develop conflict competencies through a blend of theoretical inputs, group discussions, virtual training games, activities and the use of psychometric instruments. It will be delivered by a team of expert faculty having industry knowledge and in-depth understanding of various aspects associated with conflict management competency.

## Duration

The Program starts at 9.30 AM on 10th November, and concludes on 12th November 2025 at 5.15 PM. The participants are expected to arrive in Hyderabad a day before commencement and may leave after the conclusion of the program or in the morning of the following day.

## Venue

The program will be held at the Centre for Organization Development, Madhapur, Hyderabad. It is fully residential and the participants will be accommodated in single air-conditioned rooms at its campus.



## Program Fee

The program fee is Rs.24,000/- + GST. The fee includes tuition, board and lodging, courseware and other facilities of the Centre like internet usage, well equipped gym etc. Local participants, not availing hostel accommodation, will be given a discount of Rs. 1,000/- per day for the duration of the program.

## Last Date for Nominations

Friday, October 11, 2024

## Certificate of Participation

The Centre issues a Certificate of Participation on conclusion of the Program.

## COD Alumni Association

Participants of the Program will become members of COD Alumni Association.



## PROF LALITHA AKUNDI

Prof. A. Lalitha, is Program Director and core Faculty at Centre for Organization Development and for over 15 years, Prof Akundi has partnered with companies, institutions and government departments to design, develop and deliver insightful, engaging and interactive Leadership Development programs, extended-duration workshops, and executive education courses covering a

education courses covering a wide range of HR practice areas, including leadership development strategy, collaboration, mentoring relationships, stakeholder management, and team-building. She has been directing the Leadership Development and Emotional Intelligence at Workplace Programs of DST for more than 9 years at COD. She closely works with DRDO, NMDC, MRPL, Bank of Baroda, Indian Overseas Bank, Oriental Bank of Commerce, LIC, HPCL, and the Ministry of Finance, Government of Afghanistan, among many others. She has created operational frameworks, defined HR processes, and administered organizational climate and employee engagement surveys for many public sector companies, led training needs analyses and impact evaluations at AMR-APARD, and authored HR manuals for APMDC, NMDC, e-Pragati, AP Transco, APTDC and NMDC-CMDC. Prof Akundi is the author of several well-regarded academic papers and articles.

Prof Akundi holds an MPhil in Social Sciences and is DiSC-certified. Certified Emotional Intelligence Practitioner, Trained Experiential Educator and POSH Enabler.

### About COD

Established in 1980, with the sole objective of disseminating knowledge in organization development and change management. The Centre for Organization Development (COD), is a not-for-profit management consulting, training and research organization, set up with the active involvement of public and private sector participation. COD over a period of four decades consulted over 500 Business Organizations.

COD does Consulting, Training and Research across the following four verticals of practice:

### Service Offerings:

- Enterprise Growth & Scalability
- Leadership Development
- Change Management & Transformation
- Strategic Human Capital Management

### CONTACT

Mr. Murthy Vadapalli  
 +91 798 910 6094 |  
 934 700 3017

programs@codhyd.com  
 codhpo@codhyd.com



**Program on  
Conflict Management Skills for Creating  
Productive Workplaces  
(November 10-12, 2025)**

**Nomination Details**

Name of the Organization: \_\_\_\_\_

Name of the Sponsoring Authority: \_\_\_\_\_

Address: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

**Nominee's Details:**

S. No.	Name of the Participant	Age	Designation	Mobile & Email ID

**REGISTRATION FEE PER NOMINATION**

Rs.24,000/- plus 18% GST for residential participant

Rs.21,000/- plus 18% GST for non-residential participant

Group participation (3 or more) and member organizations of COD will get 10% off on the course fee.

The payment of fee may be made either by electronic transfer or crossed cheque/DD in favour of 'Centre for Organization Development' payable at Hyderabad.

Signature: .....