

ONLINE MANAGEMENT DEVELOPMENT PROGRAM ON

MANAGING CONFLICT AND TEAMWORK DURING PANDEMIC FOR HEALTHY WORK ENVIRONMENT

**August 27- 29, 2020
(9:30 AM- 2 PM)**

RATIONALE

The demand for managers to pool together people of diverse backgrounds, personalities, training, and experience is being increasingly felt in recent years. Workplace conflict cannot be ignored or put on hold as they lead to a continuous feeling of dissatisfaction amongst employees. All of us have seen that COVID-19 has brought a feeling of strong community and sympathy for each other. We also know that such feelings are short-lived unless encashed for better management at this important juncture.

Remote working, a sudden change towards uncertainty, and the shifts towards workload at home as well as office and responsibility thereof are creating a renewed pressure amongst employees as well as management. Keeping a grip on workplace relationships; especially when being carried out at a distance, may lead to more potential for misunderstandings and unwanted messaging which may become critical to returning to normality for everyone.

This outbreak is not an excuse to move away from best practices for maintaining employees' relations and we are there to share with you the need for best practices, fair and robust management. As the experience all over India tells us that we have excellent managers but they need to constantly sharpen their skills for bringing about cohesiveness amongst employees for team management and to have effective and responsive managers at this important time of pandemic this course is being organized to acquire collaborative skills and to understand the nature and process of team functioning.

OBJECTIVES

The program is designed to

- Facilitate understanding of various aspects of team work and its linkages with individual and organizational objectives.
- Provide insight into the team role capabilities and leadership styles and to initiate one to the processes of team functioning.
- Develop skills in the management of differences through constructive resolution of conflicts with a view to fostering collaboration among members of the organization.

BENEFITS

Organizations & Individuals will get benefitted by :

“Two heads are better than one.” We’ve all heard the old adage encouraging teamwork, but what does working together really do for you?

- Fosters Creativity and Learning
- Blends Complementary Strengths
- Builds Trust
- Teaches Conflict Resolution Skills
- Promotes a Wider Sense of Ownership
- Encourages Healthy Risk-Taking

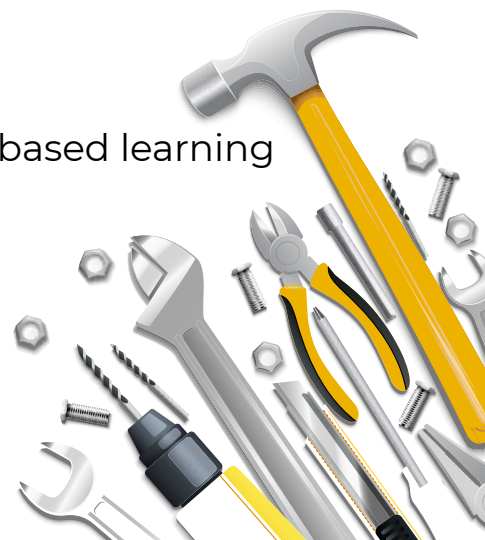
WHO SHOULD ATTEND

Executives of public and private sector healthcare organizations, financial institutions and government departments are eligible to participate in this Program.

TOOLS & TECHNIQUES

Training methods for this Program include experience-based learning techniques such as

- **Diagnostic Instruments**
- **Exercises**
- **Group Work**
- **Case Discussions And**
- **Formal Lectures**



COURSE CONTENTS

- Organisational needs for team development
- Formation and functioning of teams
- Team role preferences
- Management of conflict
- Creative teams and learning organisations
- Leadership in teamwork
- Organisational culture for teamwork
- Action-plans for re-entry into work



RESOURCE PERSONS



**Ms. Divya
Aggarwal**

She has graduated from Delhi University in the field of Instrumentation. After that, she did her M. B.A specializing in Human Resources from Guru Gobind Singh Indraprastha University, Delhi. She has more than 15 years of Academic & consultancy experience and has diverse knowledge of the corporate world. She qualified her UGC (NET) exam in the year 2004. She has taught in various reputed institutions like ICFAI, IBMR, JIMS, etc. She has carried out various projects related to HR & OD viz., workforce planning, competency mapping, talent vretention strategies at the corporate level. Besides this, she has written various research papers in the journal of national and International repute.



**Prof.(Dr.)
Shiv Dutt
Gupta**

He is a leading Public Health professional with a distinguished academic and research career. He obtained his M.D. (Preventive & Social Medicine) from India, and Ph.D. (Epidemiology) from Johns Hopkins University, Baltimore, USA. He was conferred Fellowship of Academy of Medical Science, India (FAMS) for his outstanding contribution in the field of public health. He has done pioneering work of creating and establishing new discipline of health management, and promoting research in health policy and health systems and programmes. Currently Dr. Gupta is Trustee Secretary of the Indian Institute of Health Management Research (IIHMR), India, Chairman & Distinguished Professor, IIHMR University Jaipur.



**Prof.(Dr).
A. K Khokhar**

He is a Medical graduate with three post graduations in the field of Health Care Administration and Hospital Administration Besides working in ESIC Medical services for 36 years, he has been a visiting faculty at FMS University of Delhi and Institute of Management Studies, YMCA Delhi, for 24 years. He has also been visiting faculty to IIMR, NIHFV, SAIL and NTPC. He has organized a number of courses on Hospital Administration for senior doctors during his tenure at ESIC. He has been the Editor of Journal of Hospital Administration of IHA for ten years. He was instrumental in setting up Post Graduate Institute of Medical Sciences and Research, and Under Graduate Medical College, under ESIC at Bangalore.



**Commander
Navneet Bali**

Commander Navneet Bali is the Director - Northern Region, Narayana Health. He has completed his Masters in Finance from NIFM and B.Sc. from JNU. He has also done his Financial cum Administrative Management course for the Navy and a Special course on Strategic Financial Management, Inventory Control & Working Capital Management from Edinburgh Business School, Scotland. Prior to joining NH, he was associated with IOSPL (Cancer Therapy Centers) as Group COO and Head of Business. He also worked with Rockland Hospitals as Unit Director. Before venturing into the Healthcare Industry, he served the Indian Navy for almost 30 years. In his current role at NH, he is responsible for overall strategic planning, operations management, service excellence & business development of the Northern Region. He is Board member MedML which is AI/ML startup



**Prof. (Dr.)
Tanjul Saxena**

Dr. Tanjul Saxena has total 22 years of experience that encapsulates over a decade of corporate exposure in addition to teaching, training and consultancy in the realm of management. She is a Professor of Organization Behaviour, Human Resource Management, Organizational Change & Development, Marketing, Consumer Behaviour, Marketing Research. She is a national trainer and OD interventionist of repute. Her training background brings in experimentation & innovation in her teaching pedagogy. Her vision of intellectual life is universalistic and integrated, and that is reflected in her prolific writings and numerous speeches and deliberations in academic meets. She has three anthologies, two books and about 20 papers to her credit in the realm of education and management.

PARTICIPATION FEE

The participation fee will be INR 5,000/- plus 18% GST and international fee USD 100 plus 18% GST paid online.

- Online registration**
- No refund of course fee but substitute allowed**

Institute's Bank Details for NEFT/RTGS

Bank Name: HDFC Bank Ltd.

Bank Address: Plot No.11, Aggarwal Central Plaza, DDA Shopping Complex, Sector-5, Dwarka, New Delhi-110075

Bank Account No.: 02490330000019

Bank IFSC Code: HDFC0000249

BIC (Swift) code: HDFCINBBDEL

Bank Account Holder Name: International Institute of Health Management Research

Address of Account Holder: Plot No.3, HAF Pocket, Phase-II, Sector-18A, Dwarka, New Delhi-110075



ABOUT IIHMR DELHI

IIHMR is a premier institution dedicated towards transforming healthcare through research, training and education. IIHMR runs a full-time two-year Postgraduate Diploma in Hospital and Public Health Management enabling human resource professionals to make noteworthy contributions towards arena of healthcare globally. The institution is fully equipped with state of art facilities to take up Academic and Training programmes. It has an excellent combination of faculty with different backgrounds (Medical and non-medical) to take up Academics, Research and organize Management Development Programs in their respective specialties within and out of the campus.

In this regard, IIHMR has been regularly engaged in organizing various Training / MDPs on Hospital Management, Public Health, Healthcare Management and Administration and Information Technology. As per the expertise available with the IIHMR, it can take up any of the customized trainings required by respective institutions depending on their training needs.

In the recent past hospital management training programmes have been organized for Government of National Capital Territory, Delhi, Ministry of Health – Afghanistan, BRAC- Bangladesh, Ministry of Health- Sri Lanka, Ministry of Health and Sports, Myanmar, Ministry of Health & Welfare- Bhutan, Jigme Dorji Wangchuck National Referral Hospital- Bhutan and Ministry of Health- Maldives etc.

**FOR REGISTRATION AND QUERIES,
PLEASE CONTACT:**

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