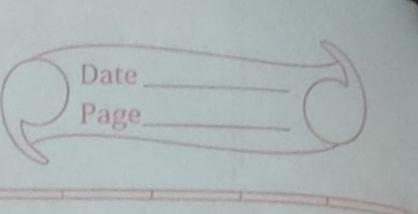
Interpersonal Skills 1. Conflict management and negotiation: · What is negotiation and conflict management? Parties often approach negotiations and conflict management from différent perspectives, différences that can lead to common negotiations mistakes and disappointing outcomes. -To enhance negotiation and conflict managements
skills, it's important to acknowledge that differences in perceived conflict may be likely. Similarly actions and statements designed to convey toughness can backfire by launching an escalatory spiral that is difficult to contain. · Feel the differences: It's a simple fact in negotiation your problem is likely others side problem and vice versa. This knowledge can help improve your negotiations · Reform the problem:-When engaged in conflict negotiation we tend to tocus on potential losses as compared with the expectations we had when the original deal was given signed but when negotiation are tramed in terms of losses, conflict management strategies often tail. To overcome this trap think interms of the realities of the new status quo not what used to be. When parties begin to look at the problem this way they become capable of viewing any deal that avoids the worst possible outcome.



Mou to employ conflict Resolution during negotiations:

- Address the conflict not the person:

While other people can become a source of fourtration, it is important to direct attention to the issue at hand, instead to another negotiator's personality. Similarly avoid responding to personal attacks.

- Engage in active listening:Conflict resolution and negotiation themselves
are likely to stall if one party doesn't feel
heard by the other. Engage in active listening
like repeating back critical information.

- Find Shared interests:-

Although it is coucial to identify needs and desirable outcomes before negotiations begins, when conflict arises it is also important to identify needs and achive a vin no matter how small.

- Set an objective:

The is coucial to have a map of plans in order to tackle possible dangers and negotiations, the objective could be to compromise on an acceptable prize that provides value for client and profit for company. The "Win-Win' in this situation is a clear objective that requires give and take.

2. Time Management :-· What is Time management? - Time management is the process of organizing activities. Grood time management enables you to ding work smarter not harder, so that you get more done in less time even when time is tight and pressures are high. Failing to manage your time damages your effectiveness and causes stress. Some time management literatue stresses task related to the creation of an envisonment conductive to real effectivess: - Gret organized: The triage of paperwork and of tasks. - Protecting one's time by insulation, isolation and delegation. - Achievement through goal-management and through goal-focus, motivational emphasis.
- Recovering from bad times and habits, recovering Also the timing of tackling tasks is impostant, as tasks requiring high levels of concentration and mental energy are often done at the beginning of the day when person in more refreshed state, literature also focuses on overcoming psychological issues. It manages the function of attention, impulse management Organizing and learning trom experience.

