

# Mastering the Strategic Influence

Conflict Resolution & Communication Excellence



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# Programme Overview

Today's continuously transforming workplace positions managers at critical junctures to face a series of conflicts and thus need to communicate across multiple dimensions. This includes, but is not limited to, promotion conversations, client management, peer and employee collaborations, and stakeholder engagement.

Mastering The Strategic Influence is a hands-on 3-day program designed to equip entry-level managers with essential skills in self-awareness, communication patterns, conflict management, and strategic communication.

This eclectic program goes beyond traditional conflict management workshops by integrating insights and best-practice tips from behavioural science and neuroscience, along with practical tools that can be applied immediately across all aspects of managerial responsibilities. Participants will develop a nuanced understanding of their response patterns, learn to navigate complex interpersonal dynamics, and master the art of creating win-win outcomes in diverse workplace situations, with minimal emotional strain.

## Learning Outcomes

By the end of this program, participants will be able to:

- Develop deep self-awareness of personal conflict styles, triggers, and behavioural patterns
- Manage and resolve workplace conflicts constructively to strengthen relationships
- Communicate with influence and clarity in high-stakes conversations
- Navigate difficult conversations with peers, subordinates, and senior leaders
- Create collaborative solutions that balance competing interests and organisational goals
- Build emotional intelligence and manage emotions in challenging interactions
- Develop cultural sensitivity for negotiating in diverse and global contexts

## Programme Faculty



**Dr Gayathri Janapati**

Assistant Professor

Dr Gayathri Janapati is an Assistant Professor of Organisational Behaviour at the School of Management, Mahindra University. She received her PhD in Management (Organisational Behaviour) from the Department of Management Studies, Indian Institute of Technology Madras, Chennai. Her thesis work was recognised with awards, including the Best Thesis in HR & OB. With a Master's degree in Health Psychology from the University of Hyderabad, she adopts a multi-perspective approach to research, drawing from psychology, neuroscience and organisational behaviour. Her thesis focused on developing a character strengths intervention to enhance cognitive flexibility and resilience among students and teacher trainees. As a part of her educational journey, she has delivered numerous personality development workshops, engaged in various internships, where she assessed individuals, developed case reports and intervention plans, and implemented them effectively.

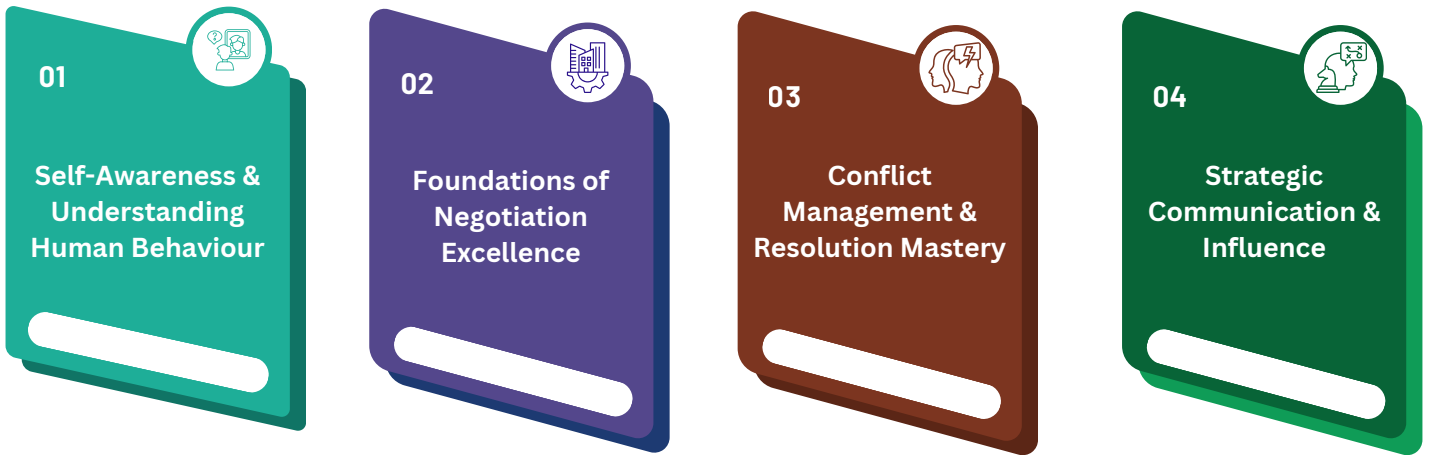


**Dr Geethika Raj**

Assistant Professor

Dr Geethika Raj is an Assistant Professor of Human Resource Management at the School of Management, Mahindra University. She holds a PhD in Organizational Behavior and Human Resource Management from the Indian Institute of Management Kozhikode (IIM Kozhikode). Her research has been published in reputed journals such as Human Resource Management Review and IJOA, and her work has been nationally recognized with the IIM-K Scholars for the Future Award. Prior to academia, she gained industry experience that shaped her interest in practical workplace challenges, particularly in Negotiation and Communication. As part of her academic and professional engagement, she has designed and delivered workshops and classroom sessions on negotiation for both student and managerial audiences.

# Programme Structure

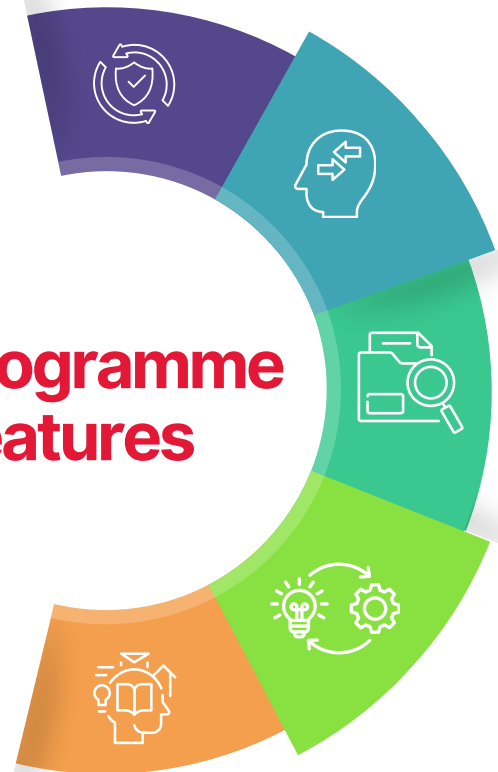


## Who should Attend

This program is designed for:

- Entry-level managers transitioning from individual contributor roles
- Team leaders managing cross-functional projects and diverse stakeholders
- Professionals preparing for senior management responsibilities
- Managers working in organisations with complex reporting structures

## Programme Features



01

### Comprehensive Coverage

Addresses conflict and resolution in several managerial contexts

02

### Self-Awareness Foundation

Begins with a deep exploration of personal reaction and response patterns using behavioural assessments

03

### Evidence-Based Approach

Integrates and is rooted in research-backed approaches

04

### Practical Application

Experiential learning through role-plays, simulations, and case studies based on real workplace scenarios

04

### Personalised Learning

Small group exercises and individual coaching opportunities for tailored skill development

# Pedagogy

- **Case Studies & Real-World Examples:** Analysis of actual workplace situations to understand theory in practice
- **Role-Playing & Simulations:** Hands-on practice in safe environments with immediate feedback
- **Small Group Exercises:** Collaborative learning through peer-to-peer interaction and discussion
- **Self-Assessment Tools:** Scientific instruments to build personal awareness and track growth
- **Video Feedback:** Recording and reviewing practice sessions for enhanced self-awareness
- **Interactive Lectures:** Theory presentation with continuous participant engagement
- **Reflection Exercises:** Structured time for personal insight and action planning
- **Peer Coaching:** Mutual support and feedback among participants

## Programme Details

### Programme Dates

16–18 Sep 2026

### Programme Fee

Rs. 45,000/- + GST Per Participant

### Programme Mode

On-Campus, Mahindra University

## About Centre for Executive Education

The Centre for Executive Education (CEE) at Mahindra University, creates and conducts learning programmes for working professionals, which are designed to provide timely and relevant knowledge, insights and perspectives, that help them progress in their current and future roles in organizations. By enhancing performance of executives, these programmes are aimed to positively impact the organisations that they work for.

Executive Education Programmes at Mahindra University span across multiple business disciplines, engineering & data science, and law, for different seniority levels, in various national and international geographical locations.

CEE's mission is to be a hub for engaging & beneficial interactions between business leaders and the academia. The centre works with some of the finest faculty in India and from leading Global Business Schools. Participants will have opportunities to learn from the innovative research and consulting experience of the faculty, wide experience of the peer group of learners, and from Industry practitioners who bring in strong domain knowledge.

## About Mahindra University

Mahindra University, established in May 2020, is a multi-disciplinary global education and knowledge campus which offers industry-aligned curricula, a student-centered learning environment, and opportunities for international exposure. The University offers Undergraduate and Post Graduate programs in its five Schools namely Ecole Centrale School of Engineering, School of Management, School of Law, Indira Mahindra School of Education, School of Media, Centre for Sustainability, School of Design and Innovation and Liberal Arts. The University has been established in a sprawling, green, 130 acres at Bahadurpally in Hyderabad. The University provides students with a modern lifestyle and a unique multi-cultural immersion in a predominantly green campus. The Lecture Theaters, Seminar Halls and Syndicate Rooms deploy state-of-the-art technology, to impart a multi-media, interactive learning experience to participants. Executive Housing facilities on campus come with contemporary design, spacious & comfortable air-conditioned rooms.



**Mahindra**<sup>™</sup>  
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**CENTRE FOR  
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