

ACTIVITY REPORT

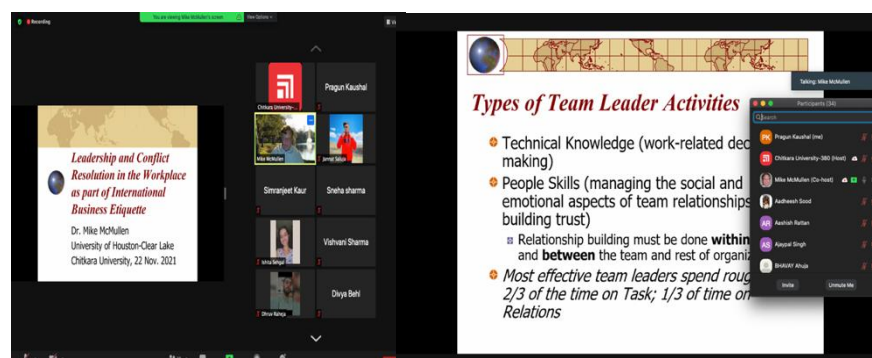
Name of the activity	Value Added course on “Leadership and Conflict Resolution in the Workplace as part of International Business Etiquette”	Date	22 nd -26 th Nov. 2021
Name of the Moderator	Dr. Priya Jindal	Time	10:00 am-4:00 pm
Name of the Resource Person	Prof. Dr. Mike McMullen	Mode	Virtual through ZOOM
Nature of the activity	Value Added Course	Program & Batch	B.Com Batch 2020
Number of students participated	32	Academic Session	2021-22

About the Activity

The session was conducted by resource person Prof. Dr. Mike McMullen Associate Professor of Sociology at the University of Houston USA. The resource person focused on Conflict Management, Sources of Conflict Management, and the different styles of conflict management in the organization. The session also included the various strategies of conflict resolution and management as well as the role of mediator in solving the conflicts. The Prof. beautifully explained that conflict management limits the negative aspects of the conflict. The session was well structured and students enhanced their knowledge about the quick ways or skills required in solving the conflicts. Students were also made aware of the use of team-building skills. Students also learned the main role of the team leader in making the project on the right track.

Aligned Activity Outcomes with Objectives

Activity Objectives	Activity Outcomes
To provide valuable insights about diverse geographical locations with dissimilar cultural and intellectual backgrounds.	The students were made aware of how to deal with conflict situations, set clear expectations, and how to manage themselves and others in a difficult situation.
To make students understand that conflict in a business are a natural part of the workplace	The students developed an understanding of the nature of conflicts and understand when conflicts are positive or negative.



Resource Persons from University of Houston USA delivering a virtual session on “Leadership and Conflict Resolution in the Workplace as part of International Business Etiquette”

Reported by – Team Activity Club, Chitkara Business School | 27 Dec 2021