

December 14, 2012

General Manager  
Green Park  
183, N S K Salai, Vadapalani  
Chennai – 600 026

Dear Member

**Sub: SIHRA Professional Development Programme at Chennai on 10<sup>th</sup> January 2013**

We are happy to inform you that SIHRA's next Professional Development Programme will be held at Chennai on a very topical subject "**Effective Conflict Resolution**".

<u>Day/ Date</u>	<u>Time</u>	<u>Venue</u>
Thurs 10 <sup>th</sup> January 2013	09.00 A.M. to 5.30 P.M	Radisson Blu Hotel GRT Chennai 531, GST Road St Thomas Mount Chennai – 600 016 (Tel: 044-2231 0101)

**Participants Profile:**

Managers and Supervisors

**Course Fee (inclusive of Lunch):**

- |   |                              |
|---|------------------------------|
| a) For Hotel Members having more than 100 Rooms | : Rs 2000/-* per participant |
| b) For Hotel Members having less than 100 Rooms | : Rs 1500/-* per participant |
| c) For Restaurant Members                       | : Rs 1500/-* per participant |

\* **Plus Service Tax** @ 12.36% i.e. for a) Rs 248/- b) Rs 186/- c) Rs 186/-

**Accommodation and Transport:**

The above course fee excludes Accommodation and Transport. All participants are kindly requested to make their own arrangements for the same.

**Registration and Payment procedures:**

All nominations should be accompanied by a duly filled up Registration form and a Demand Draft towards Course Fee drawn in favour of **SIHRA payable at Chennai** to reach our office latest by 31<sup>st</sup> December 2012.

Please utilise this opportunity provided by SIHRA for enhancing the professional skills of your valued personnel. At the end of the programme the participants will be awarded a Certificate by SIHRA.

Best wishes

Yours truly

**For South India Hotels & Restaurants Association**

**Sudheer Nayar**  
**Secretary General**

**SIHRA Professional Development Programmes**  
**“Effective Conflict Resolution”**  
**(Thursday 10<sup>th</sup> January 2013 at Chennai)**

**About the Programme**

As you would well know, conflict is inevitable in workplace settings, and conflicts can arise between co-workers, supervisors and subordinates or between employees and external stakeholders, such as customers, suppliers and regulatory agencies. Managing conflict is a key management competency and hence business Owners and Managers

should study and practice effective conflict management skills to maintain a positive workplace environment.

Proper training is the best way to develop a culture where effective conflict resolution is a way of life at the workplace. When conflicts between team members go unaddressed, they can have a negative impact on productivity and teamwork. Using conflict resolution techniques in the workplace will help maintain a healthy work environment. Conflict resolution requires specific leadership skills, problem solving abilities and decision making skills.

SIHRA now offers an interesting and useful programme on “Effective Conflict Resolution” to enhance the conflict resolution skills of your personnel, particularly those in the Managerial and Supervisory levels.

The training module will broadly cover the following:

- How Conflicts affect work?
- What is Conflict?
- Consequences of unresolved conflicts
- Positive and negative effects of conflicts
- Types of conflicts
- Sources of conflict
- Variations of Conflict – Relationship & goals
- Steps to resolve conflict
- Conflict resolution style
- Case Studies

### **SIHRA Professional Development Programmes**

#### **“Effective Conflict Resolution”**

**(Thursday 10<sup>th</sup> January 2013 at Chennai)**

#### **TRAINER PROFILE**

**G. DEVEANAND**

- ✓ Is a business training leader with two decades of experience.
- ✓ Is a business focused training management professional with the ability to conceptualise training programs and impart training that enables business development.

- ✓ Is Strategy oriented; fully business focused and business enabling training professional – capable of identifying key impact bottom-line affecting factors and training to meet organizational objectives.
- ✓ Has operated in different markets – domestic and international in various industries viz. Hotel Management, Time share selling and Training and Life Insurance in various capacities i.e. Training Manager to National Vice President in Organisations like Taj Group of Hotels, Mahindra Holidays and Max New York Life Insurance.
- ✓ Currently holds the position of Director at Maxires Training and Consulting Company, a young training organization that has a little over 50 Corporates as its annual clients that his company has acquired in the last 18 months of operation.
- ✓ In his eight years of illustrious association with Max New York Life, Dev spent six years in Agency(Training Manager to AVP) and two years in Banc assurance and DST (Head – Training to NVP).
- ✓ Dev carries certifications in ‘Professional Patterns of Management’ by Kinder Brothers, USA | ‘GTB Training’ by EREHWON, Singapore | Certified ‘Hospitality Educator’ offered by American Hotel and Motel Association, Michigan, USA | ‘Sales Master’ by Mercury Goldman | ‘Train the Trainer’ by XIME | ‘Financial Educator ‘ by New York Life | ‘Designing Life Insurance products’ by New York Life.

ACHIEVEMENTS - Dev had been a member of an ‘Elite Product design committee’ in Max New York Life. He played a crucial role in expanding the footprint of Agency offices from 7 branches to 77 branches between 2004 and 2008. Dev was part of the core team formed to clinch the AXIS Bank deal in favour of MNYL. In a record period of 75 days, Dev piloted his team to draw a simplified sales process and effectively implemented it across 900 branches Pan India.

SPECIALITIES- Goal setting | Leading Organisations from current state to desired state through Orbit Changing Interventions | Senior Leadership and Middle Management Interventions | Impacting Productivity through people, products and process | Innovative Product launches | Nurturing bottom quartile (productivity) management and agency to move up to next quartile | Impactful Pre Licensing Training based on Hub and Spoke model.

**Registration form**

**SIHRA Professional Development Programmes**

**Programme** : "Effective Conflict Resolution"  
**Venue** : Radisson Blu Hotel GRT Chennai  
**Date** : Thursday, 10<sup>th</sup> January 2013  
**Time** : 09.00 A.M to 5.30 P.M  
**Trainer** : Mr G Deveanand

Name

Designation/Department

**Details of SIHRA Hotel/Restaurant Member:**

- ☐ Name of the Hotel/Restaurant -----
- ☐ Address & Phone no/s -----  
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- ☐ Name of the Authorised Signatory -----
- ☐ Designation of the Authorised Signatory -----
- ☐ Signature/Seal of the Authorised Signatory-----

Phone:

Fax:

E-mail:

**Details of Payment:**

Demand Draft ..... for Rs..... in  
 favour of **SIHRA** payable **at Chennai** is enclosed herewith.