

India International Institute of Democracy and Election Management
Election Commission of India
Plot No1, Dwarka, Sector-13, New Delhi – 110078
Course Title: **Strategic Leadership and Conflict
Management Bootcamp**

**Brief outline of the International online course on Strategic Leadership and
Conflict Management Bootcamp**

Objective: To build capacity of participants on Strategic Leadership and Conflict Management and equip them with understanding the task, timeframe, unit responsible, contingency, outcome measurements etc. associated with an electoral calendar, working back from election date to plan free and fair elections.

1. Leadership for Election Management.
2. Nurturing Institutional & individual leadership- process & practices
3. Leadership skill: learning from Civil & Social Sector
4. **Introduction**
 - Management VS Leadership.
 - 3 Pillars of Parliament Leadership.
 - 5 Sources of Power
 - How to Build Trust & Respect Power.
 - Essential Leadership skill.
 - Case Study
5. **Transactional Leadership**
 - Transformational Leadership.
 - PIP (Performance Improvement Plan).
 - Leading by Situation.
6. **Emotional Intelligence-I**
 - Describe Relationships Between Perspective & Self Awareness
 - Impact to Leadership Effectiveness of becoming more self- aware.
 - Deeper self- Awareness of Personal Leadership qualities.
7. **Importance of Communication Skills in enhancing leadership Traits.**
 - Build Relationship Model.
 - Cycle of Performance Improvement create a vision.
 - DC- Human Relation Principles.

- Enhance Relationships to People

8. **Emotional Intelligence- Part II**

- 6 Steps to an Emotional Breakup Motivation & Stress Management.
- Mindsets & Skillsets for Future work.

9. **Decision Making Techniques.**

- Affinity Diagram.
- Apply Decision Making Techniques to involve teams.
- Practice principles of controlling stress and worry in making decisions and solving problems.
- Managing Self, Attitude & Habit forming
- Neuro-Linguistic Programming (NLP)

10. Change Management

11. Organizational Culture

12. Motivation

13. Leadership & Team Building Exercises.

14. Team Building in Conflict Situations Exercise

15. Core Concepts

- Icebreaker: Quick negotiation exercise.
- Key Concepts: Briefly explain BATNA, Reservation Point, and ZOPA.
- Communication: Active listening is crucial.
- Rapport: Build trust and understanding.

16. Negotiation Styles

- Distributive vs. Integrative: Highlight key differences.
- Difficult People: Strategies for handling challenges.
- Ethics: Maintain integrity and fairness

17. Situational Negotiation Skills: - Challenges & solutions

18. Conflict Management

- Understanding Conflict in workplace.
- Emotional Intelligence in Conflict Management.
- Disagree Agreeably.
- Evidence Defeat Doubt. Techniques for de-escalating.
- Conflicts and promoting dialogue.

- Overcoming fear and creating healthy conflict mindsets.
- Conflict prevention – Habits, Techniques & Strategies to reduce conflict.
- Conflict Resolution tools & techniques. Complete Resolution Conversation step by step.
- Glasl’s Nine Stage model of conflict solution.
- Interpersonal Conflict Management strategies.
- Case Study.
- Overview of Dispute Resolution in India.
- Mediation / Adjudication / Voluntary Arbitration.
- Resolving Conflict Through Negotiation.
- Case study.

- 19 Fundamentals of investigation techniques and procedures specific to electoral disputes.
- 20 Building rapport and obtaining truthful information from subjects involved in election- related issues.
- 21 Strategies for analyzing and interpreting information obtained during electoral dispute investigations.
- 22 Legal and ethical considerations in conducting interrogations in the context of electoral disputes.
- 23 Conducting interviews and gathering evidence related to election irregularities and fraud

a. India Important information:

- This course will be conducted in face to face mode at IIIDEM Campus, New Delhi.
- The course is for Middle-Level Election officials with good working knowledge of English.
- Nominees should either be working or be expected to work in the voter registration section/Election planning section of their EMBs (Election Management Bodies),