



# **DATE:** **CONFLICT** **MANAGEMENT**

## **Survival of the fittest still applies**

Conflicts and contests are a matter of everyday life. “Be prepared” still seems to be the greatest motto. In business and government, we are always trying to anticipate our opponent’s next move. However, it always helps to have a clear idea of the end game and some form of feedback as to how the contest is progressing. From last to first is always possible. To assist in this regard, we have interactive contest management tools, which are also an extraordinary learning tool.

# **Amplios**

**A world first in  
investment portfolio  
risk management**

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**Proven software  
technology provided  
free of charge**

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**Can be applied to  
40+ industry groups  
in 100+ cities**

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**Includes market  
research +  
competitive  
intelligence**

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## **AMPLIOS CONSULTANTS**

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Timing:

# CONFLICT & CONTEST MANAGEMENT

Agility is paramount

**Amplios**

Applied Future Studies

## INTRODUCTION

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This program is an important member of our corporate management performance improvement training and implementation sequence.

As the international political developments have their impacts on the global economies, corporations, both public and private, are finding it necessary to re-visit their strategies for short and long term development more frequently. This is so in a mature business-as-usual environment as well as one driven by growth by acquisition.

The penultimate process before making an investment is often a contest of some kind, typically a negotiation. A significant advantage goes to the player with the best ICT system support.

To assist with this, we have developed a set of interactive tools suitable for use in any organization at the corporate and individual product or service segment level.

## OBJECTIVES

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Upon completion of this training program participants will be able to return to their workplaces and:

- Prepare conflict potential moves tables;
- Perform conflict & contest management.

## TRAINING METHODOLOGY

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We emphasize learning by doing. After explaining the planned outcomes and our path towards achieving them, we communicate the learning messages in small chunks. These are reinforced by brief video examples, case studies from our experience and cases from the participants' experiences. Group exercises using interactive software and audience opinion polls are employed. We take care to avoid information overload.

During the training, we check progress via training effectiveness testing. For this, we employ the Kirkpatrick Model to measure reaction, learning, behavior and results.

## IMPACT ON THE ORGANIZATION

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The program is designed to have impacts such as improved corporate understanding of:

- Conflict & contest management methods;
- Maslow's Hierarchy of Human Needs and how it applies to individuals and organizations;
- How to assess your competitive rank;
- Reactive versus pro-active responses;
- Selection of technology to support your game.

## IMPACT ON THE PARTICIPANT

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The program is designed to have impacts such as:

- Managing the resources for each move;
- The political consequences of each move;
- The legal consequences of each move
- The environmental consequences of each move.

## WHO SHOULD ATTEND?

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The program is designed for:

- Senior executives in investment management
  - Procurement executives
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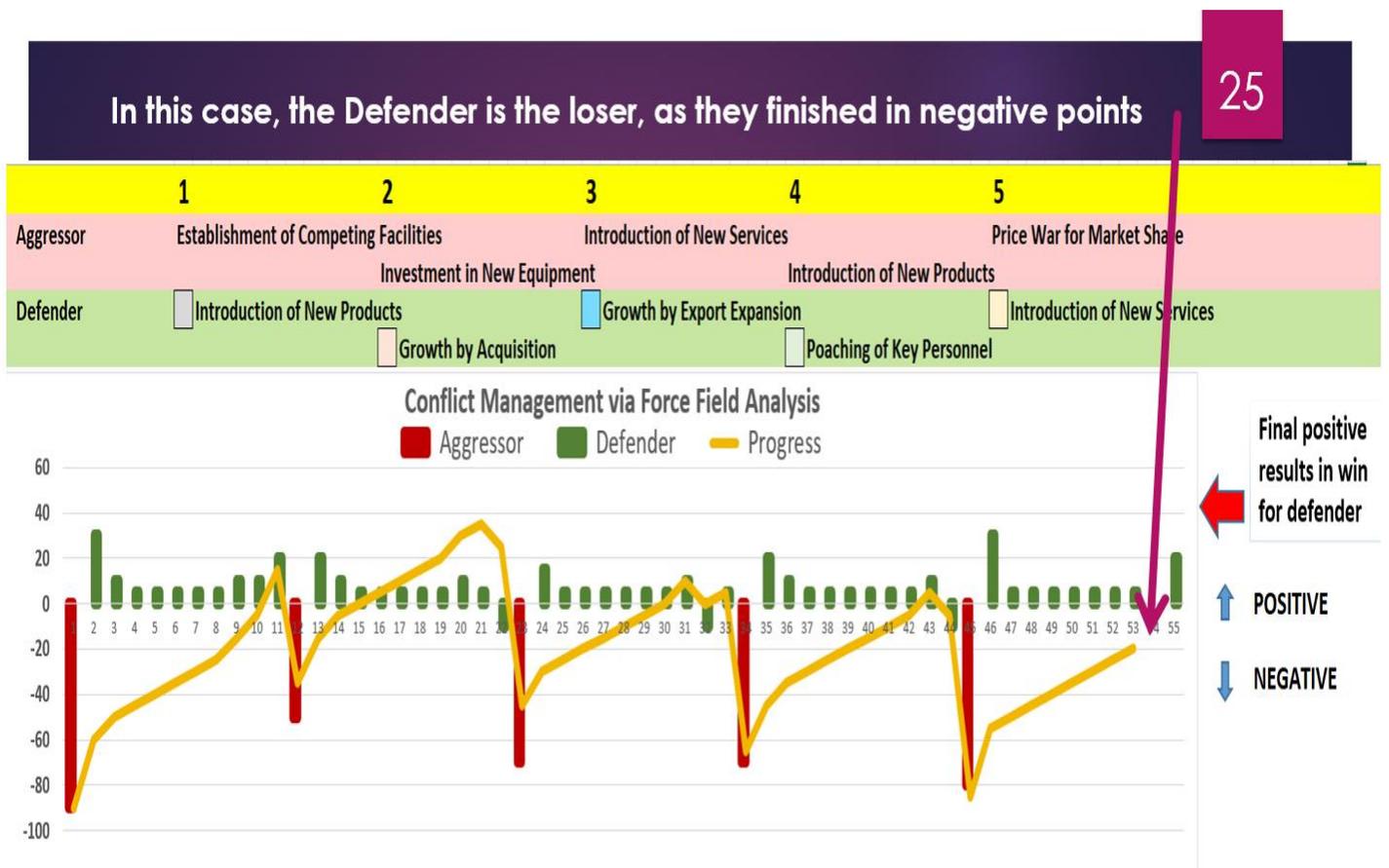
# AGENDA

The program agenda is:

- Introduction to Conflict & Contest Management
- The Risk Management Framework
- Clear Definition of Outcomes
- Interactive Conflict Tracking
- Populating the Potential Moves Tables
- Sparring Practice before the Real Fight
- Simulation of a Real Fight
- Question Time

## CONTENT EXAMPLES

An example of the content is shown in the graphic below:



## FACILITATORS

Our program facilitator is Wilson Fyffe. He is supported by our regional team of trainers.