

PUN.CAB.APTP.No.S374/09.06.002/2022-23

May 31, 2022

The Chairman/Managing Director/Chief Executive Officer  
Commercial Banks/Cooperative Banks/RRBs

Ma'am / Dear Sir,

**Half-day Online Workshop on Transactional Analysis, Negotiation Skills and Conflict Resolution**  
**(July 04, 2022)**

Transactional analysis is an important concept which helps in understanding the ego states of different parties involved in a communication. Understanding ego states is very important for successful negotiation. As we know, negotiation skills are very important in today's business world and are useful not only in our professional lives but are also helpful in daily life. Learning to negotiate effectively involves acquiring a variety of relationship management skills including understanding ego states, communication, strategy development, persuasion, conflict resolution, decision-making, and rapport building. Specifically, in order to achieve successful outcomes, negotiators must analyze a problem taking into account the interests of each party and identify the priorities of its counterparty. A skilled negotiator plans for the negotiation well in advance, looking for areas of mutual interest, synergies, and researching the various sides of their counterparty.

2. Keeping the above in mind, College of Agricultural Banking (CAB), Pune, has scheduled the captioned Workshop on July 04, 2022. In this workshop, we will be exploring the concepts of transaction analysis, negotiation and conflict management.

कृषि बैंकिंग महाविद्यालय, विद्यापीठ मार्ग, पुणे - 411 016 (महाराष्ट्र) भारत

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हिंदी आसान है, इसका प्रयोग बढ़ाइये



3. **Date and timing of Workshop** : July 04, 2022

Time: 02.00 pm to 05.15 pm (Half-day)

4. **Who should attend:** Officers of Commercial Banks/Cooperative Banks/RRBs

5. **Fee, Objectives, Course Content and other details of the Workshop:** are given in the attached brochure.

6. **Last date for sending nominations:** Nominations may kindly be sent on or before June 27, 2022 to enable smooth conduct of the Workshop.

7. **Nomination form:** For sending nominations, you are requested to use the format given in Annex. Please send nominations by e-mail to: [nomination.gl@rbi.org.in](mailto:nomination.gl@rbi.org.in).

8. **Queries:** In case of any queries, you may contact Radhika Indani ([rvindani@rbi.org.in](mailto:rvindani@rbi.org.in)) or the undersigned ([yracharya@rbi.org.in](mailto:yracharya@rbi.org.in)).

Yours faithfully

(Y R Acharya)  
Programme Director

Encl: As above

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