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CONTENTS

| Sr.No. | Title | Page No. |
|--------|--|----------|
| 1 | <i>The Impact Of Battle Ground Mobile India On Adolescents</i> *Dr Raino Bhatia **Dr Neelam Kumari | 1 |
| 2 | <i>Micro- Credentials: Emergence As A Viable Alternative In Education</i> * Dr. Meenakshi Lath | 18 |
| 3 | <i>Artificial Intelligence Upgrading Human Brain To Virtual Brain</i> *Priyanka Shankar Choudhari And **Vaishnavi Nivruti Patil | 25 |
| 4 | <i>Plassey: The Battle in Name, But The Revolution In Nature</i> *Mohd Tahir | 29 |
| 5 | <i>Shadow Education: Prevalance And Implications</i> *Niharika Panda and **Dr. Laxmidhar Behera | 38 |
| 6 | <i>Effectiveness of Blended Learning Course for Developing Techno-pedagogical Skills among B.Ed. Student - Teachers</i> *Vaishali Patil and **Dr.Ashwini Karwande | 50 |
| 7 | <i>Capacity Building of Library Professionals with Organizational Knowledge & Conflict Resolution</i> *Ms. Meena S. Suryavanshi * | 66 |
| 8 | <i>Niche tourism in West Bengal: Applying the long tail market approach</i> * Dr. Sreejita Mukherjee | 78 |
| 9 | <i>Are Folktale Heroines Stereotyped? A Textual Study in the light of a few Bodo Folktales</i> * Dr. Gargee Chakraborty | 90 |

CAPACITY BUILDING OF LIBRARY PROFESSIONALS WITH ORGANIZATIONAL KNOWLEDGE & CONFLICT RESOLUTION

Ms. Meena S. Suryavanshi

Librarian,

St. Xavier's Institute of Education, Mumbai.

E-Mail-meena161969@gmail.com

"Individuals come and go but organizations preserve knowledge, behaviors, mental norms, and values over time" (Hedberg, 1981)

Abstract:

In order to improve library professionals' ability to solve problems in special attention should be paid to two main issues- to develop in professional's problem solving skills through education, and to look at the difficulties faced by professionals in this area and find ways to help them overcome these difficulties. Conflict gradually weakens or destroys your organization's energy and diminishes standard of service - and no one is immune. Whether you are a team leader, a manager or a member of your organization's leadership team, the ability to handle difficult situations constructively is critical to organization's success. In this study, Organizational Knowledge, real causes of conflicts are discussed and explained how library professionals have to build capacity by knowing more of organizational knowledge and skills required for conflict resolution.

Keywords: Organizational Knowledge, Organizational Knowledge, Problem Solving, Conflicts and Conflict Resolution.

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