

Workshop on Negotiation & Conflict Resolution skills



OVERVIEW

Negotiation skills are critical whether selling products or services, purchasing supplies and materials, negotiating salary and job requirements or obtaining internal resources for project support. Participants in this dynamic training learn how to strengthen their negotiation skills through classroom game sessions, extensive role-play and exercises. They receive one-on-one feedback that helps improve their ability to communicate and negotiate in complex and difficult negotiation sessions. Participants will build skills negotiating individually and in team negotiation environments.

BENEFITS

- ✓ Gain greater confidence in handling difficult situations
- ✓ Make faster decisions through quicker thinking
- ✓ Gain better morale and understanding of personal strengths
- ✓ Know that you are doing the best in the circumstances

PARTICIPANTS' PROFILE

- Senior Managers; Sales People; Entrepreneurs; Engineers;
- Industrial Relations; HR Heads/Executives;
- Health Care professionals;
- Educators; Customer Service representatives

Past Participants were from

Agha Khan Health Service, Pakistan	ICI Pakistan Limited
ARY Group	Lotte Pakistan
DHA Suffa University, Karachi	MAN Diesel & Turbo
Dolmen (Pvt.) Ltd.	Marie Stopes Society
EFU General Insurance	Midas Clothing Limited
Engro Corporation Ltd	Pizza Hut
Engro Polymers & Chemicals Limited	Private Power & Infrastructure Board
HANDS	Quality Knits Limited
Hub Power Station	Sales & Services International
HUBCO	Samba Bank Limited
Hyderabad Electric Supply Company	Sui Southern Gas Company
IBA, Sukkur	UCH Power
	United Energy Pakistan

TOPICS COVERED

- Determine behavioral style and how to best interact with others in the negotiation
- Develop an effective plan and strategy for any negotiation
- Negotiate in person, on the phone, individually and in teams
- Immediately recognize manipulative tactics and how to respond
- Recognize counterproductive assumptions and positions
- Utilize the phases of negotiation for better outcomes
- Deal with difficult people objectively and assertively
- Build creative solutions to challenging scenarios

TRAINER

Dr. Huma Baqai

Dr. Baqai is a Certified Trainer in Communication and Presentation Skills with over 15 years of teaching / training experience. She is Ph.D in International Relations and has published both nationally and internationally. Presently, she is an associate professor and chairperson of Social Sciences Department at IBA. She is also Joint Secretary of Karachi Council on Foreign Relation; Certified Trainer in Liberal Political Values from Germany; Anchor Pakistan Television Network for a weekly Current Affairs Show "Tajzia"; Working with both National and International Media as an International Relations Experts and Political Analyst since 1999; Core-Group Member & Co-coordinator Freedom gate Pakistan & Member Editorial Board Journal of Freedom.

Workshop Fees

PKR 30,000/participant

Inclusive of Course material, IBA Workshop Certificate, Lunch, Refreshments, Group Photograph & Business Networking.

Discount Policy

- *10% Discount for 2 or more than 2 participants from the same organization
- **15% Discount for 5 or more than 5 participants from the same organization

FOR REGISTRATION

Tel: (0213) 8104700 (Ext: 1804, 1805, 1806)

Email: ceeinfo@iba.edu.pk

Fax: (0213) 8103008

Address: CEE, Institute of Business Administration, City Campus: Garden/ Kayani Shaheed Road, Karachi – 74400.

Website: www.iba.edu.pk