

Workshop on Negotiation & Conflict Resolution Skills

FEEDBACK RATING*

Program 4.3/5

Faculty 4.4/5

October 2 & 3, 2018

9:00 am to 5:00 pm

Venue: CEE@IBA, Karachi

OVERVIEW

Negotiation skills are critical whether selling products or services, purchasing supplies 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.

LEARNING OUTCOMES

- 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 Professionals; Entrepreneurs; Engineers;
- Industrial Relations Professionals; HR Heads/Executives;
- Health Care professionals;
- Educators; Customer Service representatives

FACULTY

Dr. Huma Baqai is a certified trainer in Communication and Presentation Skills. She has a diverse experience ranging from teaching, counselling and academic leadership and trainer to a content developer, anchor, researcher and media consultant. Her area of interest includes Non-Traditional Sources of Conflict, International Political Economy, Liberalism, Secularism, Terrorism and Media. She is working with both National and International Media as an International Relations Experts and Political Analyst since 1999. She is also a core-Group Member & co-coordinator Freedom gates Pakistan, and a member Board of Directors of Women Media Center and democracy assessment group Pildat. She is currently a Director Public Affairs & Communication and Associate Professor in Department of Social Sciences at IBA.

TESTIMONIAL

"The course was delivered to perfection. The trainer motivated and appreciated the participants and developed a need to practice what is learnt."

Mr. Abu Bakar

Hilal Confectionary (Pvt.) Ltd.

Past Participants were from:

Adamjee Insurance (Pvt.) Ltd.
AGP (Pvt.) Ltd.
Agha Khan Health Service, Pakistan
ARY Group
DHA Suffa University, Karachi
Dolmen (Pvt.) Ltd.
EFU General Insurance
Engro Corporation Ltd
Engro Polymers & Chemicals
Limited
HANDS

Hub Power Station
HUBCO
Hyderabad Electric Supply Company
IBA, Sukkur
ICI Pakistan Limited
Lotte Pakistan
MAN Diesel & Turbo
Marie Stopes Society
Mashreq Bank
Midas Clothing Limited
National Telecommunication

Corporation
Pizza Hut
Private Power & Infrastructure Board
Quality Knits Limited
Sales & Services International
Samba Bank Limited
Sui Southern Gas Company
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
- Build creative solutions to challenging scenarios
- Role based experiential learning

Workshop Fees PKR 40,000/participant

Inclusive of Course material IBA Workshop Certificate Lunch Refreshments & Business networking

Experience

EXECUTIVE EDUCATION

Centre for Executive Education, IBA, Karachi

Center for Executive Education (CEE)
Institute of Business Administration City Campus.
Off Garden Road, Karachi-74400.

For Further Information

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