



Masterclass

# Negotiation & Conflict Resolution Skills

 May 23 & 24, 2024

 NIBAF, Islamabad



# Program Overview

The factor which dominates as an ingredient for commercial success is relationship management. This is based on developing good communication skills as well as a strong understanding of negotiation theory and practice. Negotiation takes place at all stages of a relationship but becomes particularly crucial when views differ and the parties are required to come together to align views. Negotiation is persuasive communication. In today's dynamic business landscape, negotiation skills are indispensable for success. Whether it's closing a deal, resolving conflicts, or fostering productive relationships, effective negotiation is the cornerstone of achievement. This comprehensive workshop equips participants with the essential tools, strategies, and frameworks to navigate diverse negotiation scenarios with confidence and finesse.

## Learning Outcomes

- a) Crafting compelling arguments for enhanced negotiation effectiveness.
- b) Discerning effective styles to avoid negotiation pitfalls.
- c) Understanding preferred conflict resolution styles for varied negotiation contexts.
- d) Exploring repercussions on relationships and organizational culture.
- e) Developing a holistic understanding of negotiation strategies for favorable outcomes.
- f) Formulating and executing effective negotiation plans tailored to objectives.
- g) Practicing principled negotiation techniques for mutually beneficial agreements.
- h) Evaluate legal alternatives like litigation, arbitration, and mediation in various scenarios.

**Innovation** is a change  
that unlocks **new value.**





# Topics Covered

- Persuasive communication
- Tools for communication
- Good and bad communication
- The TKI framework
- Having a difficult conversation
- Different stages of a disagreement
- The impact of an unresolved dispute
- Negotiating for success
- Different frameworks in theory including
  - (a) the Harvard Negotiation Model
  - (b) Radpac model
  - (c) SCARP model
- Understanding negotiation strategy : the why & the how.
- Using negotiation skill : Getting to Yes
- Legal alternatives to conflict resolution i.e
  - (a) Litigation
  - (b) Arbitration
  - (c) Mediation
- Case study, role plays and practice.



**30,000+**  
Participants Trained  
Since 2009



**845+**  
Trainings  
Since 2009



**60+**  
Open Enrolment  
Workshops Every Year

## Investment

**PKR 75,000** +5% SST

## Who Should Attend

Business managers, supply chain professionals, procurement experts, and HR managers are pivotal leaders in organizations. They strategize, optimize resources, source efficiently, and nurture talent. Their dynamic leadership fosters growth, operational excellence, and a thriving work environment, ensuring the success and sustainability of the business.



**Mr. Atif Rahim Khan**  
Adjunct Faculty Member, LUMS



**Ms. Nausheen Ahmed**  
Independent Consultant

For detailed profile please visit website [cee.iba.edu.pk/faculty](http://cee.iba.edu.pk/faculty)

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