

# Workshop on Negotiation & Conflict Resolution Skills

## FEEDBACK RATING\*

Program 4.3/5

Faculty 4.4/5

September 25 &amp; 26, 2019

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** Dr Huma Baqai is the Associate Dean, Faculty of Business Administration and an Associate Professor of Social Sciences and Liberal Arts at IBA Karachi. Her teaching and research experience spans over a period of 20 plus years and she has to her credit 40-plus publications. She is working with both national and international media as an international relations expert and political analyst since 1999 and has served both as an analyst and an anchorperson in PTV for ten plus years, followed by Chanel 24 and News One. Dr Huma is also associated with Radio Pakistan and Voice of America as an analyst. Currently, she is a member of Board of Directors of more than ten educational institutions and private and non-profit organizations. She is a part of Track-II and Track 1.5 diplomacy between Pakistan and Afghanistan. She is also a Certified Corporate trainer from the International Academy for Leadership, Gummers Bach, Germany. She is a visiting faculty at National Institute of Management, Karachi and Command and Staff College, Quetta.

Over the years, Dr Huma Baqai, to further her agenda of education; women empowerment and social causes, has cultivated a vast network which includes private/public educational institutions, governmental bureaucracy, federal & provincial legislators, security agencies, major media outlets and think tanks.

## 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 49,000/ + 5% SST/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

T: (92-21) 38104701 (Ext. 1809, 1812)

F: (92-21) 38103008

Email: [ceeinfo@iba.edu.pk](mailto:ceeinfo@iba.edu.pk) | Visit: [cee.iba.edu.pk](http://cee.iba.edu.pk)

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