

Workshop on Public Sector Negotiations & Conflict Resolutions

January 23 & 24, 2020

9:00 am to 5:00 pm

Venue: CEE@IBA, Karachi

OVERVIEW

Although images of diplomats and lawyers suggest that Negotiation and Conflict Management occur in special circumstances, people negotiate and resolve conflicts in Public and Private Sector Organizations on a daily basis. Negotiation is described as a complex three-stage process which consists of preparation, negotiating, and post-negotiation implementation and evaluation. Moreover the aim of conflict management training is to introduce practical conflict resolution techniques and strategies that managers and team leaders can effectively utilize when managing conflict in the workplace.

This course walks through the participants on Negotiation Process as an essential management skill and combines both theoretical knowledge of leading negotiation scholars and practical experience through learning by doing. The attendees will be engaged in business games, trainings, group discussions and creative tasks. Moreover the participants will be introduced to process for managing conflict and current strategies for handling conflict in the workplace

Who should attend?

Public and Private Sector Middle Managers who engage in tactical decision making.

How will the participant benefit?

After completing this course the participants will be able to:-

- Demonstrate the skills of organizing and managing negotiation teams
- Formulate and apply the instruments of negotiation strategy and tactics
- Identify the zone of possible agreement (ZOPA) in negotiations
- Explain the functions of the best alternative to a negotiated agreement (BATNA); recognize and use BATNA in negotiations
- Distinguish positions from interests in negotiations; discover interests of the other side in negotiations; create interest maps
- Identify different negotiation scenarios
- Describe negotiation styles in different cultures; adjust negotiation tactics to cultural differences
- Explain the role of the media and external interest groups in negotiations;
- Formulate objective and subjective trust-building factors; apply trust-building methods in negotiations and Perform persuasive speech techniques



FACULTY

Mr Mohsin Mushtaq Chandnais a senior government officer in BS-21 who is head of National Institute of Management, a premium training institution in Pakistan and is a visiting Economic Faculty at IBA. He has done Masters in Public Policy from University of Chicago and MBA from IBA Karachi.

Ms Aisha Bela is a certified trainer in Stress Management and Leadership and holds Masters Degree in English from University of Karachi. Ms Aisha has conducted a large number of training sessions on Stress Management and Leadership at prestigious institutions of the country. She is also a visiting faculty at IBA.

Agenda Day I:

Session I: Introduction to Negotiations: Distributive and Integrative Negotiations.

Session II: Preparing for Negotiation: Setting Goals, analyzing BATNA and ZOPA

Session III and IV: Integrative Bargaining Workshop

Agenda Day II:

Session V: Negotiation Strategies: Typical Hardball and Softball techniques, Positional Bargaining and Principled Negotiations and 3-D Negotiations. Countering manipulation and psychological press: The methods and algorithms of revealing and countering manipulation.

Session VI & VII: Distributive Bargaining Workshop

Session VIII: Introduction to Conflict Resolution, Conflict Styles, Process for Managing Conflict and Current Conflict Resolution Strategies.

TOPICS COVERED

Topics Covered:

Negotiation Skills

- Distributive and Integrative Bargaining
- Zone of Possible Agreement (ZOPA) and Best Alternative to Negotiated Agreement (BATNA)
- 3 Phases of Actual Negotiations: initial phase, exploratory phase and finalization
- Learning about catalysts and barriers of successful collaboration
- Negotiation Styles, Persuasion Techniques and Negotiation strategies
- Techniques in Distributive Negotiations: Hardball techniques
- Countering Manipulation and Psychological Process

Conflict Management

- Current strategies for handling conflict in the workplace.
- Conflict styles: Thomas Kilmann Conflict Mode Instrument, Recognizing different styles of conflict and your own preferred way of dealing with conflict.
- Process for managing conflict: Crosby's conflict process, Reviewing different stages of the conflict process and Recognizing contributions and potential conflict management strategies to change outcome
- Influencing and assertiveness styles: The wheel of influencing and Non-verbal elements of influencing
- Action planning and reflection: Review of learning and action planning. Individual reflection and action planning exercise, facilitated group review
- Conflict resolution activities: Testing out the use of current and new confrontation management strategies. Practice sessions in pairs or trios, facilitated group review

Workshop Fees PKR 60,000/ + 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

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