

Masterclass

Negotiation & Conflict Resolution Skills



November 19 & 20, 2024



City Campus, IBA Karachi

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.

Learning Outcomes

- Managing conflict situations effectively
- Enhancing communication skills and techniques
- Understanding negotiation drivers
- Linking negotiation strategy and personal style
- Understanding legal options in conflict resolution

Conflict is inevitable
but **Combat** is optional
- Max Lucado



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.



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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.



Atif Rahim Khan
Adjunct Faculty Member, LUMS



Nausheen Ahmad
Independent Consultant



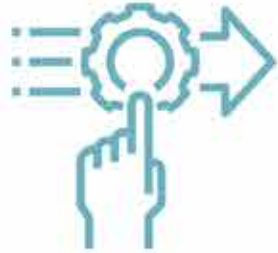
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