



Negotiation and Conflict Resolution Skills



November 17 & 18, 2025



City Campus, IBA Karachi



Program Overview

The key ingredient for commercial success in today's business environment is effective relationship management. At its core, this relies on strong communication skills and a solid understanding of negotiation theory and practice. Negotiation occurs throughout the lifecycle of any professional relationship but becomes especially critical when perspectives diverge and alignment is necessary.

At its essence, negotiation is persuasive communication. In today's dynamic business landscape, negotiation skills are indispensable—whether for closing deals, resolving conflicts, or cultivating productive relationships. This comprehensive workshop equips participants with essential tools, strategies, and frameworks to confidently navigate diverse negotiation scenarios with clarity, confidence, and impact.

Course Outline

- 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 and 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.



PROGRAM LEARNING OUTCOMES

You will learn:

- Crafting compelling arguments for enhanced negotiation effectiveness.
- Discerning effective styles to avoid negotiation pitfalls.
- Understanding preferred conflict resolution styles for varied negotiation contexts.
- Exploring repercussions on relationships and organizational culture.
- Developing a holistic understanding of negotiation strategies for favorable outcomes.
- Formulating and executing effective negotiation plans tailored to objectives.
- Practicing principled negotiation techniques for mutually beneficial agreements.

•You will be able to:

- Utilize essential negotiation tools such as active listening and assertive communication.
- Adapt preferred conflict resolution styles to different negotiation contexts.
- Implement negotiation strategies for achieving favorable outcomes.
- Navigate challenging discussions with confidence and professionalism.
- Proactively prevent escalation by understanding conflict dynamics.
- Recognize the impact of unresolved disputes on relationships and culture.
- Formulate and execute effective negotiation plans aligned with objectives.
- Evaluate legal alternatives like litigation, arbitration, and mediation in various scenarios.

How will you benefit?

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





Who Should Attend?

- Business Managers
- Supply Chain
- Procurement
- HR Managers
- All Managers in a Leadership Role

Fee Structure

PKR 90,000/- (plus 3% Tax)



For Registration

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HERE**

Contact Us



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