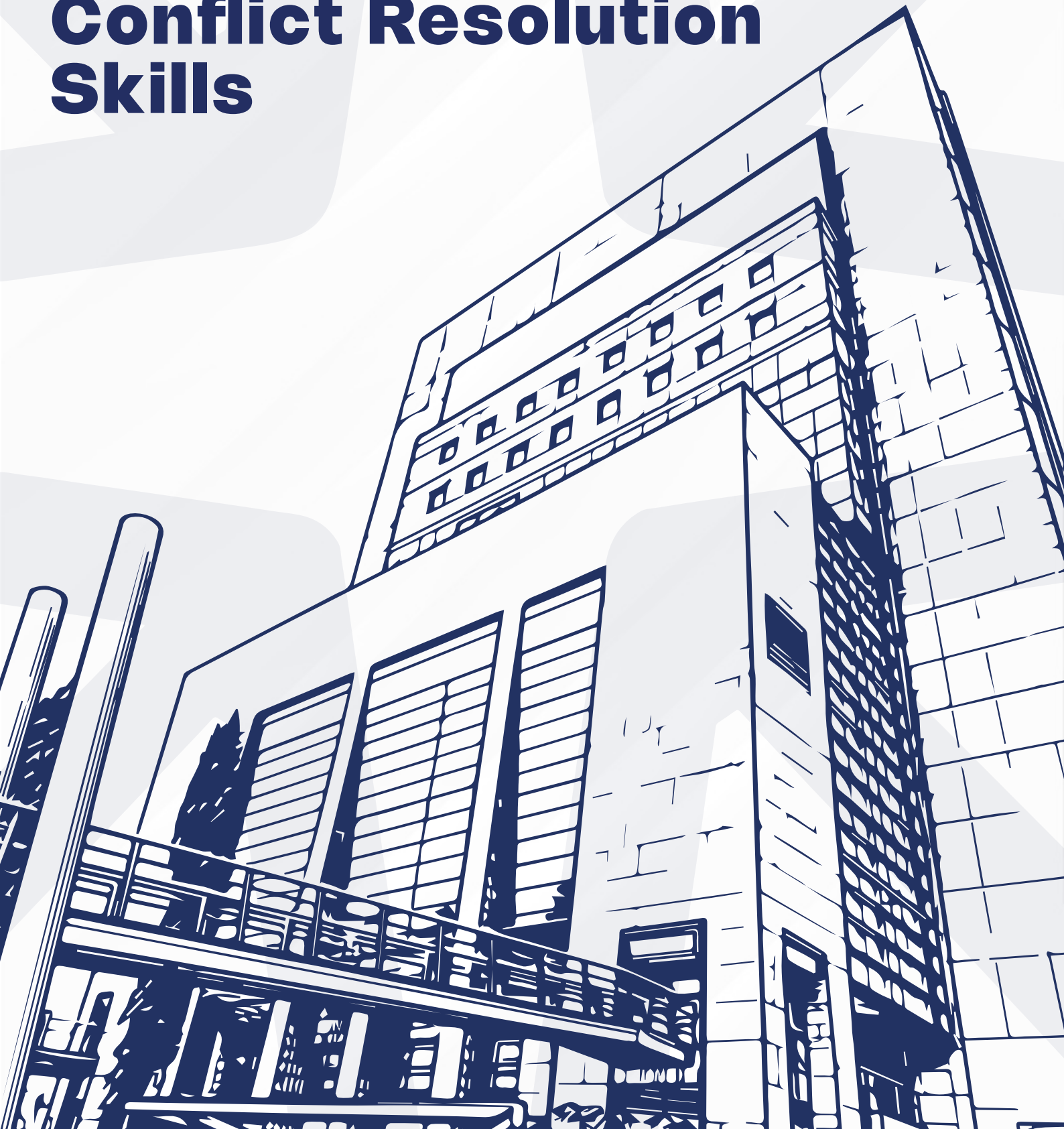


Negotiation and Conflict Resolution Skills



Program Overview

The key ingredient for commercial success in today's business environment is effective relationship management, which relies at its core 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, and 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.

Learning Outcomes

- Craft compelling arguments for enhanced negotiation effectiveness
- Discern effective styles to avoid negotiation pitfalls and understand preferred conflict resolution styles for varied negotiation contexts
- Explore the repercussions of conflict on relationships and organizational culture
- Develop a holistic understanding of negotiation strategies for favorable outcomes
- Formulate and execute effective negotiation plans tailored to objectives, using principled negotiation techniques for mutually beneficial agreements
- Utilize essential negotiation tools such as active listening and assertive communication, and navigate challenging discussions with confidence and professionalism
- Proactively prevent escalation by understanding conflict dynamics and recognize the impact of unresolved disputes on relationships and culture
- Evaluate legal alternatives like litigation, arbitration, and mediation in various scenarios

Trainers Profile



NADIA SAYEED

Visiting Faculty, IBA Karachi.

Nadia Sayeed is an experienced educator, leadership facilitator, and professional development specialist associated with IBA Karachi. Her areas of expertise include leadership development, communication, personal effectiveness, and professional growth, with a strong emphasis on helping individuals build the confidence, interpersonal skills, and leadership capabilities required to succeed in dynamic professional environments. She also holds certifications in leadership development and personal development and communication skills.

Learning Outcomes

- 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
- Negotiation Frameworks in Theory: the Harvard Negotiation Model, the Radpac Model, and the SCARP Model
- Understanding Negotiation Strategy: The Why and the How
- Using Negotiation Skill: Getting to Yes
- Legal Alternatives to Conflict Resolution: Litigation, Arbitration, and Mediation
- Case Study, Role Plays, and Practice

Who Should Attend?

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

Fee Structure

PKR 90,000/- (+ 3% SST)



 ceeinfo@iba.edu.pk |  Ext: 1809, 1812 |  cee.iba.edu.pk

Main Campus

University Enclave, University Road,
Karachi - 75270 Pakistan
Phone : +92-(21) 3810-4700

City Campus

Plot # 68 & 88 Garden / Kiyani
Shaheed Road, Karachi - 74400 Pakistan
Phone : +92-(21) 3810-4701

 +92 21 111 422 422 |  www.iba.edu.pk

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