

# Workshop on Negotiation & Conflict Resolution skills



## OVERVIEW

Negotiation skills are critical whether selling products or services, purchasing supplies and materials, 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-plays and exercises. They receive one-on-one feedback that helps them improve their ability to communicate and negotiate in complex and difficult negotiation sessions. Participants will build skills of negotiating individually and in team negotiation environments.

## BENEFITS

- ✓ Handle difficult situation with greater confidence
- ✓ Develop thinking abilities in order to make quick decisions
- ✓ Boost morale and understanding of personal strengths
- ✓ Know that you are doing the best in the circumstances

## PARTICIPANTS' PROFILE

- Senior Managers; Sales People; Entrepreneurs; Engineers;
- Industrial Relations; HR Heads/Executives;
- Health Care professionals;
- Educators; Customer Service representatives

## Past Participants were from

|                                    |                                      |
|------------------------------------|--------------------------------------|
| Agha Khan Health Service, Pakistan | ICI Pakistan Limited                 |
| ARY Group                          | Lotte Pakistan                       |
| DHA Suffa University, Karachi      | MAN Diesel & Turbo                   |
| Dolmen (Pvt.) Ltd.                 | Marie Stopes Society                 |
| EFU General Insurance              | Midas Clothing Limited               |
| Engro Corporation Ltd              | Pizza Hut                            |
| Engro Polymers & Chemicals Limited | Private Power & Infrastructure Board |
| HANDS                              | Quality Knits Limited                |
| Hub Power Station                  | Sales & Services International       |
| HUBCO                              | Samba Bank Limited                   |
| Hyderabad Electric Supply Company  | Sui Southern Gas Company             |
| IBA, Sukkur                        | 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
- Deal with difficult people objectively and assertively
- Build creative solutions to challenging scenarios

## TRAINER

### **Dr. Huma Baqai**

Dr. Baqai is a Certified Trainer in Communication and Presentation Skills with over 15 years of teaching / training experience. She is Ph.D in International Relations and has published both nationally and internationally. Presently, she is an associate professor and chairperson of Social Sciences Department at IBA. She is also Joint Secretary of Karachi Council on Foreign Relation; Certified Trainer in Liberal Political Values from Germany; Anchor Pakistan Television Network for a weekly Current Affairs Show "Tajzia"; Working with both National and International Media as an International Relations Experts and Political Analyst since 1999; Core-Group Member & Co-coordinator Freedom gate Pakistan & Member Editorial Board Journal of Freedom.

## Workshop Fees

**PKR 30,000/participant**

Inclusive of Course material, IBA Workshop Certificate, Lunch, Refreshments, Group Photograph & Business Networking.

## Discount Policy

- \*10% Discount for 2 or more than 2 participants from the same organization
- \*\*15% Discount for 5 or more than 5 participants from the same organization

## **FOR REGISTRATION:**

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