



# Conflict Management and Negotiation Skills

Interactive Training Workshop

21-22 December 2011 | Royal Palm GCC | Lahore

Rs. 12,000 per participant. Register by 12 December 2011.

## LEARNING OBJECTIVES

This workshop will enable participants to:

- Explain why conflict arises and identify the types and sources of conflict in organizations.
- Use conflict management strategies to resolve conflict effectively.
- Use negotiation strategies to resolve conflict through integrative bargaining.
- Apply Emotional Intelligence (EQ) concepts to conflict resolution and negotiation.

## ABOUT THE CENTRE FOR CAPACITY BUILDING [CCB], SUSTAINABLE DEVELOPMENT POLICY INSTITUTE [SDPI]

We have been training managers and leaders since 1998! Beneficiaries of our trainings include Alcatel, PepsiCo International, Mobilink, Ufone, Glaxo SmithKline, Pakistan Tobacco Company, ICI Pakistan, AF Ferguson Company, Pakistan Cement, WWF-Pakistan, NESPAK, UNICEF, UNDP, CARE International, PTCL, IESCO, British High Commission, American Embassy [Islamabad], Nestle and many more!

## KEY CONTENTS

- What is Conflict?
- Stages of Conflict
- Emotional Intelligence & Conflict
- Conflict Management Styles
- Conflict Resolution Strategies & Skills
- Communication and Conflict
- Negotiation Strategies

## Methodology

Besides trainers' presentations, we will be using case studies, role plays and practical exercises to highlight solutions for real conflict situations.

## REGISTRATION & DISCOUNTS

Rs. 12,000/- per person payable through crossed cheques/bank-drafts/pay orders in favour of Sustainable Development Policy Institute. SDPI is exempted from income tax. This fee will cover the cost of training material, stationery, lunches, teas, group photographs and certificates. 20% discount for women, SDPI members, HRDN members on each nomination, students registering through their institutions and groups of two or more. One free seat is available to a nominee of the Press Club. 20% discount will be given on additional nominations. 15% discount is available for participants who have previously attended SDPI's workshop since 2009. SDPI reserves the right to make amendments to contents and offerings without prior notice.

## REGISTER BEFORE 12<sup>TH</sup> DECEMBER, 2011

Asad Raza or Asif Mehmood  
Centre for Capacity Building [CCB],  
Sustainable Development Policy Institute [SDPI]  
38, Embassy Road, G-6/3, Islamabad, Pakistan  
www.sdpi.org/ccb      ccb@sdpi.org  
Tel: +92 [0] 51 2278134      Fax: +92 [0] 51 2278135



## REGISTRATION FORM

## Training Workshop on Conflict Management &amp; Negotiation Skills

21-22 December 2011 | Royal Palm GCC, Lahore | Rs.12, 000 pp

Name		Designation		
Education		Work Experience [Yrs.]		
Organization		Sector/Industry		
Cell Phone		Email Address		
Office Phone		Fax		
Mailing Address				
Current Job Description				
Expectations From This Workshop	1			
	2			
	3			
	4			
	5			
Payment Details [Payable to the Sustainable Development Policy Institute]	Mode of Payment	Number	Date	Amount
	Crossed Cheque			
	Bank Draft			
	Pay Order			
Signature				
Date				
Withdrawal Refund Policy	10 or more days before workshop	100%	Three days before workshop	50%
	Nine to four days before workshop	75%	Two or less days before workshop	0%
Send Payments & This Form To	38-Main Embassy Road, G-6/3, Islamabad, Pakistan Tel: +92 [0] 51-2278134, +92 [0] 3005795322, Fax: +92 [0] 51-2278135 www.sdpi.org/ccb ccb@sdpi.org			

Deadline To Register –12 December 2011