

Resolving Conflicts Resolving Options

Paving the Way from Confrontation to Consensus



March 19, 2014 – Lahore
March 20, 2014 – Islamabad
March 25, 2014 – Karachi
9:00 am - 5:00 pm

Only from Octara!!!

For Details & Registration

Tel: +92-21-34534261, +92-21-34536315, Fax:021-34520708,
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Course Facilitator

Dr. S. A. Rab

Certified Master Trainer- Ashridge, UK
MBA, M.R.S.H., M.B.B.S
Lead Consultant Octara

This course is for:

Executive Leaders, Divisional/Business Unit Managers, Project Managers, Supervisors and their teams. And all those who wish to improve their organization's results by developing effective conflict resolution strategies and skills that drive an organizations improvement and innovation initiatives .



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Dr. S. A. Rab is a much

sought after consultant, trainer, motiva-

tional speaker, program moderator who has

delivered lectures and trainings in Pakistan and Asia

Pacific region. He brings a rich diverse background with a

very unique perspective to consultancy and corporate trainings.

His interests in Sales & Marketing, Management, Training & Devel-

opment, Human Resources, Behavioral Psychology of Learning & Trans-

fer of Training are supported by key learnings from his professional trainings

with Centre for Creative Leadership - Tornow's Institute Florida - US, Certified

Master Trainer (CMT) Ashridge - UK, INSEAD - France, McKinsey, The Royal College

of Physicians and Surgeons, Covey Foundation and College of Physicians and Surgeons

Pakistan.

Having over 22 years of corporate experience in Sales, Organization and Employee Development, Market & Behavioral Research with organizations such as Boots, Knoll, Dupont, Novartis, gives him extensive and deep insight of door-to-door and executive boardroom sales. He also served as the former Director Marketing & Sales at Ferozsons, AGP Pharmaceutical, MACTER International and Director Commercials AJM Pharma (Cipla).

Dr. S. A. Rab has trained over 10,000 individuals in Pakistan and in the Asia-Pacific Region and has conducted numerous training programs on core and professional competencies developed for diverse audiences ranging from CEOs and Business Leaders to Sales Reps in the Corporate Sector, Government Organizations, NGOs, Population Council, UNICEF and CPSP - Local & Asia-Pacific region. His passion in behavioral modification psychology and transformational leadership had led him to work as an advisor for various NGOs, Public & Private sector Organizations and also as a Consultant, Conference Director & Motivational Speaker with different management institutes such as IBA, College of Business Management, IQRA University & Higher Education Commission.

He is also T.V. program anchor, and T&D facilitator in critical skills especially Communication, Presentation, Facilitation, Leadership, Team Building, Emotional Intelligence, Time and Stress Management, Conflict Management, Counseling, Breaking Bad News, Handling Difficult Situations etc.

“I am highly impressed by Dr. Rab’s aptitude of engaging his audience.”

EFU Life

“...He knows his stuff and the way to deliver a quality training!”

Novartis

“It was a great learning experience and a very productive workshop”

Bank Alfalah

“Exceptional presentation, admirable interaction and great enthusiasm! Dr. Rab really knows how to relate the learning with practice.”

Pakistan Petroleum Limited

“People walk out of his workshop starry eyed with joy. 4 days of positive mental protein!”

TCS



Dr. Rab has trained participants from



“42% of Managerial Time is impacted by Conflict of one kind or another - Workplace Conflict Is **Expensive!**”

Course Overview

Business, systems, processes and attitude improvement usually requires a series of meetings with a wide variety of team members, personalities, opinions and paradigms. All too often these meetings either lose momentum or get derailed by what many call “conflict”. Workplace without Conflict is rare to find. It is, in fact, the single most preventable cause of lost revenue for businesses of all sizes although the scope of the issue is seldom fully recognized. This hands-on seminar provides a number of exercises to help you develop improved thinking, approaches and skills to move past conflict and work more effectively, both in one-on-one relationships and as a team.

Course Agenda

Session I – Defining Conflict at a workplace

- ▶ **Introduction to Conflict**
 - What is Workplace Conflict?
 - The conflict paradigm, its symptoms & diagnosis
- ▶ **Cost of Conflict to employee and organization**
 - Estimating financial & non financial impact to organization and employee
 - Brainstorming session & Role Plays
- ▶ **Types of Workplace Conflicts**
 - Identifying the conflict as political, intrapersonal or interpersonal
 - Determining the extent of fixing operation required
 - Exploring possible solutions to each type of conflict.
 - Understanding personality type that makes strategy formulation easy
 - Brainstorming session & Role Plays
- ▶ **Why Employees Argue**
 - Discuss and compare the causes of conflict, intrapersonal considerations, role of diversity and use of analysis tools (DISC, Myers Briggs, etc)
 - Reviewing the Max Engagement and Max enjoyment mental state model
 - Analyzing landmark study ‘FLOW’ state by *Mihaly Csikszentmihalyi*

Session II – Dealing with Conflicts

- ▶ **Determining the influence of thinking style & attitude in conflict management**
- ▶ **Managing anxious and bored employees**
- ▶ **Historical models of conflict resolution & their success**
- ▶ **Tapping the Conflict Management Technique - Roger Fisher’s 5 Step Process**
 - Separate people from problem
 - Focus on interests, not position
 - Invent options
 - Rely on objective criteria and data
 - Back up alternatives before starting conversation

Session III – Solutions to Group Conflict

- ▶ **Organizational and Cultural Considerations in Conflict Management**
- ▶ **Managing people managing you**
- ▶ **Analyzing the ‘STOP the DRAMA; Start to WORK’ Triangle**
 - Video Display: Explaining the legal perspective on Group Conflict
- ▶ **Activity:** Exercise resolution techniques by practicing a series of steps to help groups move past conflict & build consensus. Each step is supported by a series of techniques which participants will practice & evaluate

Session IV – The Action Plan

- ▶ **Organization-wide Opportunities to Minimize Negative Conflict**
 - Tools for building a culture that proactively promotes open communication
- ▶ **Video clips and brainstorming session to discuss the best practices in Conflict Management.**
- ▶ **Presenting a follow-up action plan for its successful implementation**

Learning Outcomes

- ▶ **BUILD** better support for decisions to ensure successful implementation
- ▶ **ACCELERATE** your company’s improvement & innovation initiatives
- ▶ **EXPLORE** methods of creating a dialogue around interests rather than positions
- ▶ **DISCOVER** effective ways of harnessing diversity & differences
- ▶ **GRAB** the tools to turn good thinking into a significant competitive advantage

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Workshop Investment

PKR 16,990/-
(Fee per participant)

Fee includes course material, Octara Certificate, lunch, refreshments & business networking

5 Easy Ways to Register

Phone : 021-3534261, 021-34520092
Fax : 021-34520708
E-mail : register@octara.com
Address : Octara Private Limited
1/E-37, Block-6, P.E.C.H.S., Karachi.
Web : www.octara.com



Payment

A confirmation letter/e-mail and invoice will be sent upon receipt of your registration.

Note: Full payment must be received in advance to confirm enrollment.



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Bring **Resolving Conflicts - Resolving Options** In-House

This workshop can be customized to suit specific need of your organization at significant savings.

Please contact Jason D'souza at jason.bosco@octara.com or call at 0332-2422732 for more details

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