

# CONFLICT MANAGEMENT

A Workshop by  
Zain Goplani



## Overview

We have all experienced unresolved conflicts with our co-workers. Some situations are more strenuous than others & mainly because our desire to resolve them is not enough. If you took 3 seconds to ponder or if this took you back to one of your experiences; breakthrough & get equipped with practical conflict management techniques that can be applied from the very next day.

Royal Rodale Club,  
Karachi

19<sup>th</sup> March 2019

10:00 am - 05:00 pm

## Learning Outcomes

- Types of conflicts in workplace and how it can manifest
- Effective tools and techniques to deal with difficult situations and people
- Conflict resolution techniques

## Who Should Attend

- Individual contributors; front line employees
- Internal customer leads from Administration, Customer Service, Finance, HR, Marketing, Sales & Supply Chain
- Small business operators and self employed individuals

## Facilitator's Profile



Zain Goplani is a management consultant and a behavioral trainer at Funverks Global. With a mission to facilitate people in achieving their aspirations through action, Zain brings with him positivity and enthusiasm in the field of learning and development. His passion for trainings, has made him a well-recognized name for corporate conferences and events across Pakistan. His training sessions are like a roller-coaster ride; you'll laugh, ponder, dance, meditate, reflect and play in the most perfect balance that Zain lives by. Zain has trained people from diverse and multi-faceted backgrounds. Providing learning experiences at top notch academia, whilst reaching out to the underprivileged community of marginalized areas. Also designing and facilitating valuable interventions for renowned corporates such as; State Bank of Pakistan, Tameer Bank, Silk Bank, The First Micro-Finance Bank, S&P Global, House of Habib, Auvitronics, Master Motor Corporation, Toyota Indus Motors, TPL Holdings, Parazelsus, Nestle Pakistan, Mobilink Pakistan, Telenor Pakistan, EFU, British Council, USAID, Karachi United Football Foundation, Lakson Group of Companies, Gul Ahmed Apparel Division, Liberty Mills, Pakistan Institute of Management and Employers' Federation of Pakistan.

Zain has been a face of many international conferences with facilitating learning sessions in India, Jordan, Thailand and UAE. With significant experience under his belt, Zain has developed expertise in training diverse teams on specialized soft skills areas of Team Management, Career Coaching, Customer Service, Negotiation Skills, Professional Communication, Conflict Resolution, Attitude Management, Emotional Intelligence, Influencing Skills and Lateral Thinking.

Zain has completed his master's in human resources management from La Trobe University - Australia. Living by the philosophy 'Laugh till you cry, learn till you die'. Zain enjoys reading & watching movies He resides in Karachi and travels frequently for training and consulting projects.

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19<sup>th</sup> March 2019 | 10:00 a.m. – 5:00 p.m.

Workshop Venue: Royal Rodale Club, Karachi



Management Association of Pakistan

## REGISTRATION FORM

Institutional Member

Student Member

Individual Member

Non-Member

Name \_\_\_\_\_

Designation \_\_\_\_\_ Membership No. \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ City \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ Email \_\_\_\_\_

MODE OF PAYMENT

Cash/Cheque No. \_\_\_\_\_

Dated \_\_\_\_\_

Amount \_\_\_\_\_

### ADMINISTRATIVE INFORMATION

Registration Fee*	Early Bird Fee (Register by 5 <sup>th</sup> March 2019)	Regular Fee
MAP Institutional Member	Rs. 11,900/-	Rs. 13,500/-**
For two or more Institutional member nominations	Rs. 10,900/-	Rs. 12,500/-
MAP Individual Member	Rs. 9,500/-	Rs. 11,000/-
Student Member	Rs. 5,000/-	Rs. 5,500/-
Non-Member	Rs. 15,000/-	Rs. 16,000/-**

\*Includes: MAP Certificate, Printed Course Material, Lunch & Tea.

\*\* Note: 20% Discount is available on nominations for 5 or more participants

### Registration:

Registration to be confirmed only on receipt of cheque in advance

- Cancellations or substitute nominees acceptable up to 48 hours prior to the event.
- Early bird discount can only be availed if payment is made before the day of event. Otherwise, invoice will be reissued at Standard Fee.
- Please complete the Registration Form attached here to along with a crossed cheque for the applicable fee, in favor of Management Association of Pakistan, to be sent to MAP's address given below:

### For Direct Transfer

- Acct Title : Management Association of Pakistan
- Bank Name : MCB Bank Limited
- Account Number : 0006903010000302
- IBAN : PK62 MUCB 0006 9030 1000 0302
- Branch Name : GTB Branch Karachi (0069)
- Payment Advice to be sent at:  
accountant@mappk.org | info@mappk.org