



Leadership & Professional
Development Center

**BAHRIA UNIVERSITY – LEADERSHIP &
PROFESSIONAL DEVELOPMENT CENTER
& ASK DEVELOPMENT PRESENT**

SCAN ME



Conflict Management

Live Online

Certification
By Bahria
University



Why Join This Course?

Conflict isn't always bad—it's an opportunity for growth, innovation, and better teamwork.

This course equips you with practical conflict management strategies you can use immediately—whether you lead teams, work in diverse environments, or just want to build stronger communication and negotiation skills.

You'll explore:



Techniques to
understand and
de-escalate
conflicts



Tools for
negotiation,
mediation, and
resolution



Frameworks for
creating a healthier,
more collaborative
workplace

What You'll Learn:

- Identify different types and root causes of conflict in professional settings
- Apply powerful communication and de-escalation techniques
- Master negotiation and mediation strategies for effective resolution
- Build confidence to manage conflicts within teams and across organizations
- Foster a culture of open dialogue and mutual respect

DATE

31st May, 13th &
20th June 2025



TIME

6:30 PM – 9:30 PM



FORMAT

Live Online via
Zoom



INVESTMENT

PKR 12,000 per
participant



INCLUDES:

3 Interactive Sessions,
Certificate of Participation,
Conflict Management
Templates, Real-World Case
Studies, Post-Training
Support Group

Course Outline



Understanding Conflict – Types, Causes, and Impact

- Self-Reflection: Your Conflict Management Style
- De-Escalation Techniques for Workplace Tensions

Effective Communication Strategies During Conflict

- Negotiation Skills: Win-Win Outcomes and Mediation
- Interactive Case Studies and Group Exercises

Frameworks for Sustainable Conflict Resolution

- Developing Personal Action Plans for Conflict Management
- Live Q&A, Self-Assessment Quiz, and Best Practice Templates



Arshad Mahmood Akif

Trainer, Entrepreneur, HRM Expert & CEO of ASK Development



Trainer Profile

Arshad Mahmood Akif is a seasoned trainer, consultant, and entrepreneur with over 25 years of experience in the corporate and development sectors. As CEO of ASK Development, he leads a major HR outsourcing and consultancy firm, driving performance improvement across organizations. Holding master's degrees in Business Administration and Literature, and a Fellow of the LUMS-McGill Social Enterprise Program, he is a certified master trainer known for his participatory and customized training approach. His expertise includes HR management, leadership, conflict resolution, youth employment, and communication. He also contributes to global HR standards through ISO-260 working groups on Recruitment and Diversity & Inclusion.

Who Should Attend?



Team Leads,
Managers, and
Supervisor



HR Professionals
and Training
Managers



Project Leaders
and Functional
Heads



Professionals working
in cross-functional or
diverse teams



Anyone seeking to
improve their conflict
resolution skills

What Makes This Learning Experience Special?

- Real-life conflict scenarios and practical case studies
- Short videos and visual learning aids
- Live Q&A and peer-to-peer experience sharing
- Downloadable worksheets and conflict resolution templates
- Recorded sessions and extra reading resources for review
- Post-Training Support Group for ongoing advice and follow-up



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