



EXECUTIVE DEVELOPMENT INSTITUTE



NEGOTIATION SKILLS TRAINING WORKSHOP REPORT

7th May, 2025

National School of Public Policy

87 Shahrah-e-Quaid-e-Azam, Lahore

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National School of Public Policy

The National School of Public Policy is the premier national institution for the training of civil servants in Pakistan. The training methodology of the School aims at fostering an environment of intellectual freedom amongst participants for investigative analysis, a spirit of rational inquiry, and a genuine desire to seek knowledge. The overarching aim of the NSPP is to improve the quality and effectiveness of public policy, its implementation and the provision of executive education through policy dialogues and trainings.

Executive Development Institute

The Executive Development Institute is an integral unit of the NSPP, which is engaged in continuous professional development of executives, officers of the public and private sector, as well as professionals from the civil society including academia, through training sessions, workshops, policy dialogues, and Webinars. EDI holds all activities on current issues of national importance. As the Institute is placed in the premier civil training institute, NSPP, of the Government of Pakistan, EDI is in a unique position for bringing together leading experts from various fields as well as participants from diverse backgrounds. In addition to continuous professional development, the focus of EDI is also on providing input on critical, current policy issues for promoting a better understanding of policy and governance issues. EDI recognises the need to continuously update skills and knowledge for improving public administration for better service delivery. It, therefore, tries to fill this gap through its training workshops as well as policy dialogues

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Executive Development Institute Team



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An Overview of the Training

EDI designed this course through a consultative approach, engaging subject specialists and reviewing curricula from leading institutions to ensure alignment with stakeholder demands. The carefully curated training featured eminent speakers—specialists, academicians, trainers, and practitioners—who led highly interactive discussions, equipping participants with a deep understanding of negotiation and communication strategies.

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The distinguished guest speakers included:

- **Dr. Sa'ad B. Malik, Professor of Psychiatry**
- **Dr. Jawad Syed, Professor SDSB, LUMS**
- **Mr. Shahzada Sultan, PSP, Additional IG Operations, Punjab Police**

Dr. Sa'ad B. Malik is a renowned psychiatrist with a distinguished career in mental health spanning decades. He became a professor in 1996, training countless medical students and professionals.



Dr. Jawad Syed, Ph.D., FCPHR, is a Professor of Leadership and Organizational Behavior at the Suleman Dawood School of Business (AACSB accredited), Lahore University of Management Sciences (LUMS) since 2016.



Mr. Shahzada Sultan, PSP, is serving as Additional Inspector General (IG) Operations Punjab Police. He has held key positions, including DIG Investigation (Lahore), DIG Establishment (Punjab), and DG Outreach & Capacity Building at NACTA.



These experts underscored the critical role of verbal and nonverbal communication, demonstrating how perceptions shape negotiation outcomes. They delved into strategic negotiation techniques, ethical considerations, and methods for overcoming barriers, transforming conflicts into collaborative opportunities.

Diverse Participation & Cross-Sector Engagement

With over 50 participants, the workshop provided an invaluable platform for professionals from both the public and private sectors. Key organizations represented included:

- **Public Sector:** Govt. of Sindh, Govt. of Punjab, Pakistan Stock Exchange, NESPAK, Pakistan Petroleum Ltd. (PPL), RUDA, NADRA, National Power Parks, PITC, PSO, Punjab Mineral Development Company, MEPCO, Pak Arab, SNGPL, PTPL
- **Private Sector:** A.F. Ferguson & Co., Alfalah Insurance Co.
- **Academia:** LCWU, NUML

This diverse mix fostered cross-sector learning and collaboration, ensuring that attendees gained comprehensive insights into advanced negotiation strategies and leadership development.

Session 1: Understanding Negotiations

Speaker: Dr. Sa'ad B. Malik

Dr. Malik's session provided a foundational exploration of negotiation dynamics, emphasizing the psychological and strategic aspects that shape successful outcomes. He began by explaining the core principles of negotiation, highlighting how individual perceptions, emotional intelligence, and behavioral patterns influence the negotiation process. Through real-world examples and interactive discussions, he demonstrated the impact of verbal and nonverbal communication in building trust and managing conflicts. Additionally, Dr. Malik delved into tactical approaches to negotiation, offering insights into overcoming resistance and fostering collaborative solutions, making the session highly engaging and practical for participants.





Session 2: Role of Effective Communication in Negotiations

Speaker: Dr. Jawad Syed

Dr. Jawad Syed's session highlighted the critical interplay between language, perception, and influence in negotiation settings. He began by explaining how clarity, tone, and body language shape the outcomes of negotiations, emphasizing the importance of active listening and adaptability when engaging with diverse stakeholders. Using real-world scenarios, Dr. Syed illustrated how strategic communication can build trust, minimize misunderstandings, and facilitate win-win solutions. He also delved into cross-cultural communication challenges, demonstrating techniques to navigate differing perspectives and ensure productive dialogue. His session provided participants with practical tools to enhance their negotiation effectiveness, making it a highly insightful discussion.



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Session 3: Strategies in Negotiation and Ethics: How to overcome Barriers and avoid Unfair Tactics **Speaker: Dr. Jawad Syed**

Dr. Jawad Syed's session provided a comprehensive exploration of ethical negotiation practices, emphasizing the importance of integrity and strategic adaptability. He began by discussing common barriers in negotiations, such as resistance, power imbalances, and misinformation, offering practical methods to navigate these challenges while maintaining ethical standards. Through case studies and interactive discourse, Dr. Syed illustrated how negotiators can identify and counteract unfair tactics, such as deception, coercion, and undue influence, without compromising professional credibility. He further emphasized the role of ethical leadership in fostering trust, ensuring negotiations lead to sustainable, mutually beneficial outcomes. The session equipped participants with key ethical frameworks and strategic techniques, making it an essential discussion for professionals across sectors.

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Session 4: Managing and Resolving Conflict through Negotiations

Speaker: Mr. Shahzada Sultan

Mr. Shahzada Sultan's session on "Managing and Resolving Conflict through Negotiations" offered a strategic framework for addressing disputes with professionalism and effectiveness. He began by highlighting the core principles of conflict resolution, emphasizing the importance of empathy, active listening, and structured dialogue in de-escalating tense situations. Through practical case studies, he illustrated how negotiators can identify underlying interests, reframe contentious discussions, and foster collaborative problem-solving. He also explored tactical approaches for handling high-stakes conflicts, including mediation techniques, adaptive communication strategies, and maintaining composure under pressure. His session provided participants with practical tools to navigate complex negotiations, ensuring sustainable and constructive resolutions.



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PICTURES GALLERY



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1st Row:	Mr. Danish Raza,	Ms. Sumaira Ayub,	Mr. Qaisar Mehmood,	Mr. Huseain Anwar,	Dr. Sa'ad Bashir Malik,	Dr. Naveed Elahi,	Prof. Dr. Jawad Syed,
L to R	Participant	DS (Admin) NSPP	DD (A) EDI	Research Associate	Guest Speaker	Dean EDI	Guest Speaker
	Mr. Kamran Ahmad,	Mr. Qaisar Iqbal	Mr. Abid Saleem				
	Director EDI	Addl. Dir EDI	Participant				
2nd Row:	Mr. Zulfqar Ali, DD (C) EDI	Mrs. Musarrat Bano,	Mr. Muhammad Bilal,	Mr. Naeem Iqbal,	Engr. Muhammad Sohail Ahmad,	Li. Col. (R) Luqman Sultan,	
	Mr. Muhammad Akmal Chahil,	Mr. Akhtar Hussain Memon,	Mr. Mahmood Ul Hassan,	Brig. (R) Nadeem Aaghar,	Mr. Zeeshan Sarwar,	Mr. Abrar Ahmed,	
	Prof. Dr. Shabnam Gul,	Ms. Fizza Mohsin,	Mr. Madina Ashraf,	Mr. Tufail Ahmed Shaikh,	Mr. Syed Babar Ali Shah,	Mr. Zubair Hussain Kharal,	Ms. Faryal Maaz,
	Ms. Umme Habiba,						



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