



Professional Mediation Training Program

February 28 – March 08, 2020

IBA CEE, in conjunction with a panel of experts, launched the “IBA Dispute Resolution Forum” (IBA-DRF) modelled on the Harvard Negotiation project in October 2019. The objective of this Forum is to promote mediation as an alternate dispute resolution mechanism for the corporate sector. Mediation is a confidential and time effective method to resolve commercial disputes.

The IBA Dispute Resolution Forum is spearheaded by the ADR Team at IBA. The ADR Team includes, industry and domain area experts and comprises of Navin Merchant, Nausheen Ahmed, Barrister Altaf Qureshi and Mohammad Sohaib Saleem.

IBA-DRF provides both physical and online mediation services to businesses who are either in litigation or are considering litigation. If a litigation is concluded successfully the parties would have the option to file their agreement in court to make the agreement enforceable.

IBA-DRF held its first professional mediation training course in March. This 6 - day assessed course was held over 2 consecutive weekends. Those assessed as competent have the opportunity to practice mediation and enrol on the Mediators’ panel of the IBA DRF.



The mediation course was well received by the participants who were from diverse sectors of the economy:

“Every aspect of the Mediation Training Program was brilliantly framed, from the content prepared to the role plays and the practical and objective insight given to each participant, really made this training an excellent learning opportunity. Above all and personally for me, the biggest gain was to be trained by some of the pioneers of the Mediation platform in Pakistan, Ms. Navin Merchant & Ms. Nausheen Ahmed. Their commitment and dedication to promote Mediation in Pakistan is inspirational and I truly look forward to becoming a part of IBA Dispute Resolution Forum and contributing in the best possible manner.” *Hanya Haroon - Ali and Associates*



“Ms. Navin has been of utmost help in understanding the purpose and process of mediation and has helped us to understand how to make rapport and how mediation can be done in a way of indirect conciliation. Ms. Nausheen’s art of questioning really gave the idea of putting questions indirectly to the party and then to challenge the party.” *Muhammad Ali Akbar - M. Hasan Akbar & Co.*

The skills taught in the course also overall developed the participants in areas which employers prioritise. According to an article in Forbes magazine, as the nature of jobs change due to increased use of artificial intelligence, the requirements from the human workforce will also change. The article says, “Company training often focuses on developing skills around a job function but to future proof your employees and help them to best leverage their human side businesses’ attitude towards training also needs to be switched up.”

Using role plays, the course taught the participants:

- To settle disputes effectively – in days rather than months saving vital management time
- To add value to commercial and civil disputes – by finding solutions to problems
- To manage the mediation process and facilitate advanced negotiation
- Communication Skills

The unique format of this course aided the participants to practice and hone these skills.

Participants representing businesses agreed that the course had a dual advantage for businesses: conscious raising about access to a cost effective and speedy dispute resolution mechanism using mediation and, personal development of staff through soft skills training.



Meet our trainers:



Navin Merchant

Navin is a Supreme Court Lawyer with a diploma in mediation from York University, Toronto, and Accreditation of Mediation and Master Trainer from the Centre of Effective Dispute Resolution, UK. She is a chair of the "ICC ADR Commission, Pakistan". Navin is also a regular faculty and a trainer of Alternate Dispute Resolution / Mediation at Sindh Judicial Academy and Aga Khan Conciliation and Arbitration Board. Navin also served as a Director on the Board of Aga Khan University Hospital and is currently serving as an Independent Director on the Board of Otsuka Pakistan Ltd. and Soneri Bank of Pakistan Ltd.

In 2006, Navin joined the World Bank Group as a program head of the Middle East and North Africa (MENA) for establishing Alternate Dispute Resolution/Mediation practices with the superior courts and law ministries of the MENA countries. After a 7-year stint at this job, in 2013 she resumed her law practice at Merchant Law Associates as a senior partner.



Nausheen Ahmed

Nausheen holds an LL.B. from Kings College, London, an LL.M. degree from the University of London and a degree in the Philosophy of Religion from Kings College, London. She is registered as an Advocate of the Sindh High Court. She was also accredited as a mediator and master trainer by the Centre for Effective Dispute Resolution, UK.

Nausheen currently serves as the General Counsel, Company Secretary & Head of Corporate Communication and Public Affairs at ICI Pakistan Limited. She was Non-Executive Director of First Women Bank Limited (FWBL) and played an active role in setting up the Pakistan Mortgage Refinance Company (PMRC). She also serves as Independent Director on the Boards of Meezan Bank Ltd and International Steels Ltd.



Rahim Hasnani

Rahim Hasnani is the co-founder of Agilosoft, a software development house based in Karachi. He has over 26 years of experience in the software industry. He has also recently co-founded GetProfessional, a training company that focuses on professional training courses for professionals as well as soon-to-be graduate students.

Rahim has successfully completed the Mediation & Conciliation Training Program (MCTP) as well as Training of Trainers Program (TTP) based on the CEDR (Centre for Effective Dispute Resolution, UK) curriculum. He has conducted mediation training in Karachi, Islamabad, Gilgit-Baltistan and Chitral. He was a member of the Conciliation & Arbitration Board for Pakistan as a board member and a practicing mediator. He has carried out various workshops for clients and numerous trainings for his company staff.