



# ADR ODR INTERNATIONAL

## CIVIL/COMMERCIAL MEDIATION ONLINE TRAINING PROGRAMME

ADR ODR INTERNATIONAL TRAINING DELIVERED IN  
CONJUNCTION WITH THE INSTITUTE OF BUSINESS ADMINISTRATION  
(KARACHI) DISPUTE RESOLUTION FORUM.

**14 - 19 FEBRUARY 2022**

**PKR 150,000/- + 5% SST**

**EARLY BIRD DISCOUNT: PKR 127,500/- + 5% SST (BOOK BEFORE 28 JANUARY)**

**TO REGISTER, PLEASE VISIT: [HTTPS://TINYURL.COM/MEDIATION22](https://tinyurl.com/MEDIATION22)**

# ABOUT US

## ADR ODR International

ADR ODR international is the thought leader in progressive dispute resolution and training from international conflict management to negotiation, mediation and arbitration.

Headquartered in London with a presence in various international cities spanning 37 countries, in five continents and over 100 dispute resolution professionals, ADR ODR International is the leading alternative and online dispute resolution provider. Responding to the changing landscape of dispute resolution and the greater need to integrate technology and efficiency, ADR ODR International is the first organisation to respond and pave the way towards positive change. From e-learning to online mediation, ADR ODR International is the traditional with the contemporary to create tomorrows digital peacemakers.

## The Institute of Business Administration (Karachi) Dispute Resolution Forum (IBA DRF)

The Institute of Business Administration (IBA) - Karachi through its Centre for Executive Education (CEE) has launched the IBA DRF to promote mediation as an appropriate means of resolving disputes, especially in the civil/commercial space. The IBA DRF will seek to implement non-Court based practices of dispute resolution and negotiation, by working on real world disputes, improving conflict intervention methods, providing education and training, writing and disseminating conflict resolution techniques and practices.

## Why become a Mediator in Sindh?

Section 89-A of the Civil Procedure Code, 1908 was amended in Sindh. It will now be activated through the Sindh High Court referring live litigation cases to mediation to IBA DRF.

This means that Mediators in Sindh have the opportunity to earn an income by resolving cases referred by the Sindh High Court under the new mediation referral scheme.



# COURSE OVERVIEW

ADR ODR International is extremely proud to be bringing our internationally recognised UK Civil Mediation Council (CMC), International Mediation Institute (IMI) certified and Singapore International Mediation Institute (SIMI) accredited course to Karachi with IBA online, via Zoom.

This programme provides delegates with a minimum of 40-hours training to become a Civil/Commercial Mediator. The programme is taught by global experts who have decades of experience.

Successful completion of this programme will allow you to gain the status of 'ADR ODR International Accredited Civil/Commercial Mediator'.

## WHO SHOULD ATTEND?

The Civil/Commercial mediation skills course is designed for those individuals who have a desire to mediate within the Civil/Commercial arena.

The course is recognised by the CMC UK and certified by IMI. This gives it an internationally recognised kite mark of excellence, this means that our graduates obtain a prestigious qualification and have greater opportunities to begin their mediation practice in multiple jurisdictions across the world. Additionally, our course is accredited by SIMI, which means that our delegates can apply to become a SIMI Level 1 Mediator upon successful completion of the training.

This course has been designed with the view to inspire and galvanise the growing number of aspiring young mediators emerging in South Asia.

## COURSE MATERIALS

Each delegate will receive a course manual and slides to use during and after the course. The manual is a concise introduction to mediation and is designed to assist your learning throughout the course and get you ready to practice as a Civil/Commercial Mediator.







# COURSE STRUCTURE

The course will take place over 6 days.

The outline is as follows:

## Day 1 (Online)

- Welcome and Introduction
- Historical overview of ADR and the modern ADR movement
- Section 89-A of the Civil Procedure Code, 1908 and its implication
- Theory of Conflict
- Mediators Code of Conduct
- Introduction to the 5 Stages of Mediation
- Practice Opening Statements

## Day 2 (Online)

- Mediation Skills
- Communication Skills
- Getting to Yes
- Role-play 1, 2 & 3 (mediation opening & exploring the issues)

## Day 3 (Online)

- Psychology of Conflict
- Negotiation
- Role-plays 1, 2 and 3 (Mediation Stages 3, 4 & 5)
- Closing a Mediation

## Day 4 (Online)

- Mock Assessments
- Role-plays 4, 5 & 6 with debriefs

## Day 5 (Online)

- Cross-cultural issues in Mediation
- 1 Assessment role-play (90 minutes each)
- Hand-out or email for written coursework

## Day 6 (In-person)\*

- One-day in-person assessments to be recognised by the CMC UK and certified by IMI.

## Assessments

The Civil/Commercial Online Mediation Programme is assessed via a 90-minute role-play. This will be recorded on Zoom and sent to an independent assessor.

There is also a written coursework requirement that allows tutors to assess your understanding of mediation from a more academic lens.

\*The one-day in-person assessments will take place on day 6. Due to the COVID-19 restrictions, a date for the in-person assessments will be scheduled separately.

# TRAINERS

## RAHIM SHAMJI

### Professional Experience

Founder & Chief Executive - ADR ODR International  
Barrister - Hardwicke Chambers  
Director of Education and Training - 2011-2016  
Harvard - Programme on Negotiation Masterclass - 2014

### Area of Expertise

Civil/Commercial, Family Business, Hybrid, Workplace  
ODR expert and International Conflict

### Professional Memberships

The Bar Council of England and Wales  
Singapore International Mediation Institute (SIMI)  
International Mediation and Conciliation Programme  
Qualified in 2005 as a Mediator

### Mediation Style

I have been mediating since 2005 and have a wide civil/commercial practice where I have undertaken over 500 cases in that time. I regularly undertake complex multi-disciplinary and multi-party cases. I always approach my mediations with a strong sense of neutrality and confidentiality to ensure that I gain the parties' trust and confidence in the process.

I have a keen interest in the cross-cultural issues that can often become a barrier to settlement. As the lead faculty member for ADR ODR International I am always refining new techniques to ensure that parties feel that the process has served their interests. I work extremely hard to ensure that I listen to what the parties need, which I feel is vital in reaching a meaningful settlement.



**DR. ZOE GIANNOPOULOU****Professional Experience**

Founding Member and Director at the  
European Institute for Conflict Resolution

Deputy CEO at ADR ODR International

Practicing Greek Lawyer

Harvard Master Class on Negotiation

Mediation Trainer, Negotiation Trainer, Coach  
and a Mentor

MBA Lecturer in Conflict Prevention and Resolution  
at the American College, Greece

**Area of Expertise**

Civil/Commercial, Online, Family and Peer Mediations  
Conflict Prevention and Resolution

**Professional Memberships**

Singapore International Mediation Institute (SIMI)

OECD Panel

Hellenic Ombudsman for Banking & Investment Services Panel

Accreditation Committee at the Ministry of Justice, Greece (2014 – 2017)

Scientific Committee of Greek Alternative Dispute Resolution Promotion Organization (OPEMED)

**Mediation Style**

Zoe has been mediating over a decade civil and commercial disputes in Greece and in the European Union. She has been involved in middle to high conflict disputes trying to serve, to support and engage people into a new form of conflict intelligence and resilience. Zoe's motto is: "You can learn from the past, you can form the future, by acting, today".





## ALTAF QURESHI

### Professional Experience

Member, ADR Team at IBA Dispute Resolution Forum

Barrister and Partner, Ijaz Ahmed & Associates

Barrister, Hardwicke Chambers, Lincoln's Inn

Co-Founder, Wukla.com and Paksign.pk

Formerly Deputy General Counsel, Abu Dhabi Commercial Bank

Formerly Royal Bank of Scotland and Linklaters (London)

### Areas of Expertise

Civil/Commercial, Banking & Finance, Restructuring & Insolvency

Companies and M&A, Securities and Capital Markets, Infrastructure & Projects

Online Dispute Resolution

International Investments and Cross Border Disputes

Ranked in Chambers & Partners and Legal500

### Professional Memberships

Sindh Bar Council

The Bar Council of England and Wales

Singapore International Mediation Institute (SIMI)

International Academy of Dispute Resolution (Chicago, U.S.A.)

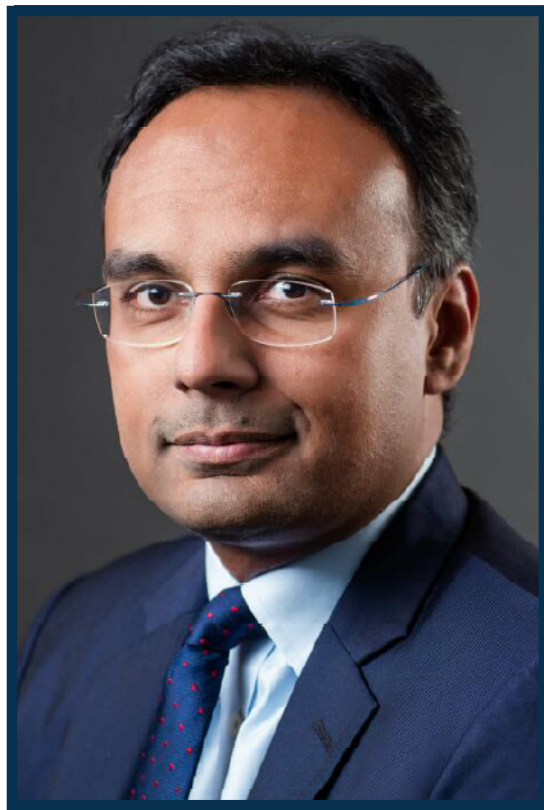
Qualified as a Mediator with ADR ODR International (London, U.K.)

Chartered Institute of Arbitrators

INSOL International (first for Pakistan)

### Mediation Style

I am passionate about mediation and how it can help end lengthy and expensive litigation in countries like Pakistan. I practise as a mediator and lawyer in a wide range of civil and commercial matters. I enjoy connecting with parties to help facilitate them in finding a solution to their dispute, which many parties originally thought could not be resolved.





# CIVIL/COMMERCIAL MEDIATION ONLINE TRAINING PROGRAMME

TO CONTACT **ADR ODR INTERNATIONAL**, PLEASE EMAIL  
[INFO@ADRODRINTERNATIONAL.COM](mailto:INFO@ADRODRINTERNATIONAL.COM) AND VISIT [WWW.ADRODRINTERNATIONAL.COM](http://WWW.ADRODRINTERNATIONAL.COM).

TO CONTACT **IBA DRF**, PLEASE EMAIL  
[DRF@IBA.EDU.PK](mailto:DRF@IBA.EDU.PK), CALL +92 (0)21 3810 4700-01 EXT. 1801, 1811 AND 1541  
AND VISIT [HTTPS://SDP.IBA.EDU.PK/IBA-DRF.PHP](https://SDP.IBA.EDU.PK/IBA-DRF.PHP).