

Workplace Mediation Training



Pakistan's first and only platform offering modern dispute resolution training and services.

Workplace Mediation Course



You asked and we delivered :
Online, Hybrid & in-person
Workplace Mediation Training !



Introducing Workplace Mediation in Pakistan

Introducing the first dedicated Workplace Mediation training course in Pakistan, designed by leading international mediation experts and tailored specifically to the local legal, corporate, and cultural context. This innovative 8-hour online programme is delivered over 4 concise sessions, making it flexible and accessible for busy professionals, HR teams, and corporate leaders.

Whether you are navigating conflict in a professional setting, looking to enhance your HR or management toolkit, or preparing your organisation for the future of workplace dispute resolution, this course equips you with practical tools and globally recognised approaches that align with Pakistan's evolving legal frameworks and organisational dynamics.

Delivery Format

- Online, live sessions
- 4 days x 2 hours per day – flexible to accommodate working professionals
- Real-life case studies, role plays, and breakout discussions
- Material provided for practical use
- Certificate of completion

Who Can Benefit

For Organisations & Employers:

- Reduce the cost and disruption of rehiring
- Build a reputation as a progressive employer
- Improve team cohesion, retention, and workplace morale.
- Address harassment, discrimination, and interpersonal grievances in a timely and legally sound manner.

For HR & Leadership Professionals:

- Equip your team with practical conflict resolution strategies.
- Gain confidence in managing sensitive discussions and restoring professional relationships.

For Individuals:

- Add a valuable and globally transferable skill to your professional toolkit.
- Learn how to manage conflict constructively in any setting – personal or professional.

In Short:

1. Introduced first time in Pakistan

2. Tailored for national laws, culture and practices

3. Can be done online or in person at ADRI

4. At your own pace

5. Timings to accommodate professionals

6. Certification on completion



Workplace Mediation Training

This course comprises of a minimum of **8 hours in person, online or hybrid training**, delivered by internationally qualified master trainers. To achieve the best possible results for the delegates, the training courses have a very small trainer: **delegate ratio of 1:6**. This allows experienced trainers to provide one to one support, observations and feedback.

Generally the training course takes place over four days and **comprises of more than 50% role play exercises**, allowing participants to practice mediation skills. All of the role plays are based on real cases.

The course creates a rich and stimulating environment with plenty of opportunities to interact with the course trainers and fellow delegates. **Case study mediation exercises, group discussions and debriefing sessions** enable participants to practice their skills

Trainers are available throughout the programme to discuss any aspect of the course including practical difficulties. ADRI ensure that each delegate understands the context and application of the core skills needed to become an excellent mediator



Course objectives

- Identify common types and causes of workplace conflict.
- Detect early signs of conflict and apply proactive intervention strategies.
- Understand the principles and benefits of workplace mediation.
- Differentiate mediation from litigation, arbitration, and negotiation.
- Recognise the role and responsibilities of a neutral, impartial mediator.
- Navigate legal and ethical considerations in the Pakistani workplace context.



Course objectives

- Follow a structured step-by-step mediation process.
- Apply active listening and effective questioning techniques.
- Use emotional intelligence and de-escalation strategies during high-tension situations.
- Practise mediation skills through realistic role-plays and case studies.
- Adapt leadership styles to manage and resolve conflict constructively.
- Create internal mediation frameworks and policies for organisations.
- Build a conflict-resilient, collaborative workplace culture and gain certification.



Fee Structure

WORKPLACE MEDIATION FEE STRUCTURE

Students	PKR 35,000
Professionals	PKR 40,000
Overseas	\$200



Mehak Zaraq Bari

Co-founder - The ADR Initiative

Professional Achievements

- Nominated and shortlisted for National Mediation Award (UK, 2020)

Leadership Roles

- Head of Law at Ivy College of Management Sciences (2020-2022)
- Associate Director at Pakistan College of Law (2018-2020)
- Director at Business and Law School (2018)

Educational Contributions

- Approved Lecturer and Dissertation Supervisor for University of Bedfordshire
- Lecturer and Trainer in legal research, drafting, and writing for LL.M and LL.B programs

Certifications and Training

- Accredited Mediator and Negotiator (SIMI, CMC, IMI)
- Master Trainer at ADRI and Crowther

Academic Qualifications

- LL.M (QMUL), LL. B (UOL), BSc in Accounting and Finance (UOL)
- Diploma in Economics (UOL), Certificate in Counselling (CPCAB)



Syed Akbar Hussain

Founder - The ADR Initiative

Professional Achievements and Roles

- Nominated for National Mediation Award [UK - 2020]
- Resident Representative of ADR ODR International [2019-21]
- Arbitrator at Shanghai Arbitration Commission

Educational and Training Contributions

- ADR Trainer at Punjab Judicial Academy
- ADR Trainer Forum of Pakistan Ombudsman
- ADR Lecturer for University of London (LL.B)
- Master Trainer at ADRI and Crowther

Accreditations and Advisory Roles

- Accredited Mediator, Negotiator, and Arbitrator (CMC, SIMI, IMI)
- Advisor for ADR Project with The Asia Foundation
- Chairman of ADR Committee at Lahore High Court Bar Association

Academic Qualifications

- LL.M in Private Law (Turkey)
- PG Certificate and LL.B (University of London)



Trainer Profile Highlights

Nicola Crowther
CEO- Crowther Mediation

Extensive Legal and Mediation Career

- Transitioned to mediation in 2010 after a ten-year legal career.
- Established Crowther Mediation in 2014.

Leadership in Mediation Practice

- Founded the largest independent mediation practice in Northern England.
- Specializes in civil, commercial, family, and workplace disputes.

International Recognition

- Only UK licensed mediation practice operating in Dubai.
- Serves a global clientele.

Accredited Training Programs

- Offers Civil Mediation and Workplace Mediation training accredited by the Civil Mediation Council UK and the International Mediation Institute.

Family Mediation Expertise

- Qualified as a family mediator in 2010.
- Accredited by the Family Mediation Association and Family Mediation Council.

Influential Board Member

- Elected board member of the Family Mediation Association.
- Contributes to policy discussions with the Ministry of Justice and the Legal Aid Agency.

Professional Practice Consultant

- Supervises and trains family mediators.
- Qualified to consult directly with children during mediation.

Civil Mediation Qualifications

- Trained and accredited as a Civil Mediator with the ADR Group in 2016.

Global Approvals and Memberships

- Approved by the EU and the Greek Bar Council for civil and family mediation training.
- Member of the Singapore International Mediation Institute (SIMI).



Nausheen Ahmad

Accomplished Legal Expert

- Over three decades of experience in the legal field.
- Independent Director for Meezan Bank Ltd, Jubilee General Insurance Co Ltd, and International Steel Ltd.
- Member of the Pay and Pension Commission of Pakistan.

Significant Legal Positions

- Held roles at Pakistan Petroleum Ltd, Unilever Pakistan Ltd, ICI Pakistan Ltd, and HBL.
- Founder of the Dispute Resolution Forum at IBA, Karachi.
- Accredited mediator and master trainer by the Centre for Effective Dispute Resolution, UK.

Educational Background

- LLM from the University of London.
- LLB from Kings College London.
- Degree in the Philosophy of Religion from Kings College London.
- Called to the Bar from the Honourable Society of Gray's Inn London.
- Advocate of the Sindh High Court.



Asiyan Suleymanoglu

Summary

Professional Experience

- Over 15 years in ADR as a mediator, negotiator, trainer, and consultant.
- Directed ADR projects with major organizations like the World Bank and European Union.
- Mediated over 300 civil disputes.

Education and Affiliations

- L.L.M. in Rule of Law for Development from Loyola Chicago University.
- Diploma in Law from Istanbul Bilgi University.
- Visiting scholar at Columbia University Law Faculty, Mediation Clinic.
- Member of European and Mediterranean mediation networks.

Additional Contributions

- Founder of Akina Consulting, providing training and consulting services.
- Judged international mediation competitions.
- Native Turkish speaker, fluent in English.



ADRI Profile

- Established Leader in ADR: Pakistan's first and only platform offering modern dispute resolution training and services.
- One of the few organizations in the world that attained IMI recognized Certified Mediation Training Program
- Pioneers: Pioneers of Trade Dispute Laws in Pakistan, working with the USAID.
- Pioneers of ADR In Pakistan working with Asia Foundation on FDI, Forex and ADR.
- Wide Range of Offerings: Provides a variety of courses and have trained students, professionals and government officials in Pakistan
- Roster of Mediators: In partnership with the Asia Foundation, introduced Pakistan's first Roster of Mediators categorized by industrial expertise, including areas like commercial-corporate, international, family, and power industry disputes.
- Expert Engagement: Offers expert consultations, international webinars, accredited trainings, and coaching and mentorship programs.
- Women in ADR: Launched a chapter to enhance women's participation in ADR.
- Educational and Professional Partnerships: Established ADR centers in law schools and professional centers in Lahore and Islamabad. Developed linkages with Lahore High Court Bar Association, Provincial Bar Councils, and is linked with IBA and approved by the Sindh High Court.
- Client Services: Provides both online and face-to-face ADR services to notable commercial clients like Royal Fans and Nawan Labs, and offered minimal-cost, quick ODR services during COVID-19 for startups and small businesses, especially in the food delivery industry.
- Community and Support: A platform for both current and future Dispute Resolution Specialists to unite, support, and learn from one another.



Crowther Mediation Profile

Crowther Mediation have earned a reputation for excellence in dispute resolution. Their mediators have achieved incredible results in high profile, complex matters all over the world. They have also lobbied for changes in legislation in the UK, Greece, UAE and Pakistan.

They have sat on the board of numerous organisations shaping the future of mediation and developing the mediation processes used in various legal frameworks today. Having taught mediation and dispute resolution globally, for a number of years, it made sense to them to develop their own Civil/ Workplace Mediation Foundation Training Course in 2020.

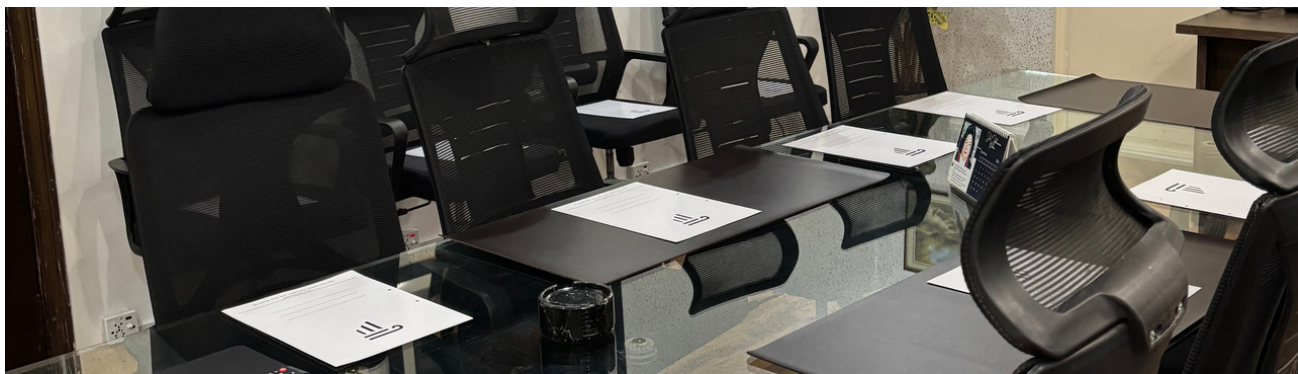
The course achieved instant recognition, becoming the fastest accredited course. It became clear to them, the mediation market had been waiting for this. The Crowther Mediation Foundation Training Course is delivered in universities in the UK, UAE and Europe.

Crowther approved trainers all have a wealth of experience in the field of mediation and this is evidenced in the training they deliver. Delegates benefit from working with real life scenarios and trainers who have learned from their own experiences, and are willing to share them. Their knowledge and passion for mediation can be seen in the lectures they deliver and their engaging teachings.

The name Crowther has become synonymous with resolving disputes, both nationally and internationally. Having successfully trained mediators all over the world, they have built a solid reputation for delivering high-quality training programs that empower individuals to effectively resolve conflicts through mediation.

Crowther Mediation is an independent mediation practice offering mediation training and supervision to mediators and HR departments across the UK and international markets.

They are Registered with the Family Mediation Council and the Civil Mediation Council, their award winning team are also proud to be approved by the EU to provide services globally.



Testimonials

The ADR Initiative has trained professionals from governmental organisations, private sector and students.



“ The course was very informative one. The method of the course was very unique and really helpful in professional life. Good wishes for Team ADRI. ”

-Zunair Seemab (CPPA)



“ The entire course, from its inception to end, was immersive, well-structured and informative. The ADR Initiative team was always there to guide and help us, making the course smoother and easier. Through this course, I learnt and even unlearned a lot about mediation. It provided me with a new path that I now seek to explore and navigate through. ”

-Khadija Qureshi
Barrister-at-Law



“ I have found this course and especially the role plays very interesting. So I would suggest everyone to take part in it, as it is practically very helpful too! ”

-Mohib Nazki (ISL)



“ The professionalism and support extended by both the instructors and fellow participants made the entire learning experience highly effective. I would strongly recommend this course to professionals looking to deepen their expertise in mediation. ”

-Ibrahim Shahid
Senior Partner at Shahids & Shoukats



“ The mediation course was truly remarkable. The mixed balance of interactive classroom sessions and role plays in this training added significantly to the learning of participants. I would definitely encourage everyone interested in the field to attend this course. ”

-Hassnain Raza (SECP)



“ My experience with ADR Initiative has been great so far. I believe this is one of the best courses I have taken. ”

-Taiba Usman (ISL)

We are proud to have trained Mediators in these illustrious organizations



OFFICE OF THE
ATTORNEY-GENERAL FOR PAKISTAN




The Asia Foundation



**Cornelius,
Lane &
Mufti**
Advocates & Solicitors



**MINISTRY OF
COMMERCE
PAKISTAN**



The Institute of
Chartered Accountants
of Pakistan

**CA
PAKISTAN**

The universities and colleges we have trained in





Testimonials

"A great course. I really enjoyed the interactive sessions. The role plays were insightful and thought provoking, giving us a real opportunity to practice our new found mediation skills. Not only were the trainers knowledgeable and engaging, but they were really supportive in helping all the delegates on our course to understand the concepts and develop their skills. I would highly recommend this course to any HR professional."

Claire Dodds Oculus HR

"I had a great experience attending the Civil Mediation Foundation Training course, which was conducted by Nicola Crowther. The course content was highly relevant and provided a comprehensive understanding of civil mediation. The course materials and handouts were well-prepared and assisted in the learning process. Nicola Crowther's expertise and delivery as a trainer were exceptional, making the learning experience highly valuable. Overall, I highly recommend this course to any colleague who is interested in advancing their mediation skills."

Kingsley Boateng

"Nicola's considerable experience and expertise provided a valuable insight into the world of Civil mediation. She is very personable and easy to learn from, balancing everyone's level of expertise within in the group. The course materials were conveyed in an effective way, the use of real case studies allowed you to gain very valuable experience. It is an intense course, but I found it both thought provoking, inspiring and really good fun and would highly recommend training with Crowther Mediation."

Jenny Carter David Gray Solicitors

Thank you for reading!



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