

A Short 2-Day Workshop in Negotiations

Dates: 24th – 25th March 2012 and 31st March – 1st April 2012

Venue: Room 215/216, Centre for Commercial Law Studies, Queen Mary University of London 67-69 Lincoln's Inn Fields, London WC2A 3JB

Time: 9.15 am – 4.30 pm

Fee: £60 (which includes course material).

CPD: This course is accredited for 12 CPD Points

Registration details: Please register by 20th March for the session starting on 24th March and by 27th March for the session starting on 31st March, by making the payment for the above amount online at:

http://eshop.qmul.ac.uk/browse/extra_info.asp?compid=1&modid=2&prodid=241&deptid=34&catid=1

1. For Whom

Negotiation is an essential skill whether you are negotiating the terms of a new job or a multi-million dollar deal for your Company or Client. Negotiation is taught in top law and management schools around the world. Consulting firms do the same for corporate clients. Negotiation Training is included as a compulsory training module in Law Firms, Corporations and Banks and is part of the Continuous Education programs of many professional bodies such as the Law Society because Negotiation is central to “lawyering”. Organizations, especially law and consultancy firms, look for formal negotiation training when recruiting. Negotiations is a skill that has to be developed based on a combination of behavioral sciences, psychology, and game theory aspects enabling us to be better at getting what we want. This program will benefit all graduates seeking employment or who wish to offer professional services. The program will be 16 hours spread over two days.

This course has received excellent feedback in the past. Some of the former students had this to say;

“this course has totally changed my way of seeing things [...] now I can see clearly the mistakes I made [...] and this course helped me to get a sense of how to handle such mistakes”

“extremely relevant in almost every situation of legal work”

“law school does not teach you practical aspects [...] this is excellent and make negotiation so much easier with other lawyers”

2. Course Objectives and Learning Outcomes

We are all experienced negotiators, and we face challenging and complex problems of persuasion and influence on a daily basis. However effective (or ineffective) a negotiator you are, this course is meant to help you become a better negotiator. The main goals of the course are the following:

- (1) to **increase your awareness** (a) of the negotiation process in general; and (b) of your own negotiating behavior and the implicit working assumptions that underlie it.
- (2) to **share an operational framework and analytic tools** for preparing for and conducting negotiations. This framework, developed at the Harvard Negotiation Project, will help you when preparing for and conducting any negotiation.
- (3) to **help you improve your skills** in negotiation, joint decision-making, and joint problem-solving, and to help you to keep refining those skills in the future.

3. Course Delivery and methodology

In order to attain these goals, we base our work on the following assumptions:

There is No One "Right" Way to Negotiate. There is probably no single "best" way to negotiate in all circumstances. However, it is possible to develop theory, guidelines, and practical tools to aid practitioners engaged in negotiation and joint problem solving.

There is Value in Working on *Process* Independent of *Substance*. We can benefit from taking time to focus on the negotiation process. This course aims to provide you with an opportunity to learn from the experience of others, experiment with new ideas in a safe environment, become aware of what you do well, and to begin to develop new skills to complement those you already possess.

Learning by Doing. It is hard to improve as a negotiator only by talking about negotiation. Thus, the course will include a mixture of presentations, interactive exercises, simulated negotiations, debriefing sessions following the simulated negotiations, and small group consultation sessions on real negotiating challenges. The value of the course will depend largely on ***your*** participation in exercises, negotiation simulations, discussions of those exercises, and group consultations.

Course Design. During the course, we will explore such subjects as measuring success in negotiation, guidelines for preparing and conducting negotiations, cross-cultural negotiation, dealing with difficult negotiators, building multiparty consensus, managing internal and external negotiations, and many other topics. This exploration will be *active*. In addition to lectures, we will *be negotiating*.

4. Course Contents

Introduction and Purposes of the Workshop – We will begin by raising our awareness of the pervasiveness of negotiation and setting a theory for learning and practicing negotiation skills.

Defining a Good Outcome and Measuring Success in Negotiation – In order to become a more effective negotiator, we must begin by thinking about how we decide

we are being effective. This means thinking usefully about how we define “good outcomes” for our negotiations and what standards we use to measure our success.

Power and Coalitions in Negotiation – We will discuss the role of power and the role of working assumptions in negotiation through a simulated coalition building exercise.

Guidelines for Negotiators: A Useful Framework – In order to become more effective negotiators *over time*, it is helpful to have a practical framework for preparing for and conducting negotiations. In addition to building skills, we shall develop a set of useful guidelines that will help you in any negotiation.

Communication: Tools for Understanding – Negotiators often have difficulties reaching agreement because they each hold different perceptions of the same “facts” or of the same situation. We also often find it hard to make progress because of misunderstandings that stem from those differing perceptions or from different working assumptions, beliefs, or interpretations. In this session, we shall learn and apply some useful tools that will help negotiators overcome the most common gaps in understanding.

Dealing With Difficult Negotiators – We have all encountered people whom we would consider “difficult” negotiators. Some are stubborn while others are intimidating. Some are “sweet-talkers,” some are “poker-players,” and some are just silent. We will develop an ability to identify difficult negotiation behaviour and increase our effectiveness in dealing with “difficult” negotiators.

5. Schedule for both days

9.15am - 10.30am session 1
10.30am - 10.45 am tea break
10.45am - 12.30pm Session 2
12.30pm - 01.15pm Lunch
01.15pm - 02.45pm Session 3
02.45pm - 03.00pm Tea
03.00pm - 04.30pm session 4

6. Resource Person

The Course will be conducted by Harsha Fernando, a lawyer and an international negotiation trainer. He has an MBA from Singapore, Executive MBA from MIT, Boston, and an LLM from University of London. He is a litigation lawyer and a Consultant Trainer with Sea-Change Partners, an international training consultancy headquartered in Singapore. Harsha, in addition to conducting negotiation training for private and public sector clients, involves in commercial and other negotiations. Sea-Change Partners (Pvt) Ltd have kindly agreed to allow the use of their training material at QMUL.

This Course is offered at a substantially subsidized rate for QMUL students.

For any questions please contact Ms Katherine Zaim k.zaim@qmul.ac.uk or on 0207 882 8481