ASIAN INSTITUTE OF INTERNATIONAL FINANCIAL LAW
FACULTY OF LAW
THE UNIVERSITY OF HONG KONG

Workshop

NEGOTIATION

Achieving Practical Skills as a Negotiator

7 February and 9 February 2007, 9:00 am – 5:00 pm
Pacific Place Conference Centre, Level 5, One Pacific Place, 88 Queensway, Hong Kong

PROGRAMME

Course Leaders:

David Newton, Managing Director,
The Accord Group, Australia

Professor David Sandborg, The University of Hong Kong

Day One — Wednesday 7 February 2007

9.00am — Introductions and Expectations of the Participants.

9.30am — Negotiation Exercise

Participants break into pairs to negotiate a problem contained on hand out sheets

10.00am — Debrief

Explanation of interest-based negotiation (lecture)

10.20am — Break

10.35am — Negotiation Principles

Practical negotiation steps (lecture)

11.00am — Preparation for Negotiation: Exercise and Debrief

Participants in groups of 5 read a case study and discuss how and why that negotiation went wrong because of poor preparation. DN and DS discuss with the class its answers
11.45am  Communication Skills I: Breakout Groups and Debrief

- Building Trust
- Listening Skills
- Communication Barriers

Participants in groups discuss the above areas (20 minutes) and DN receives their answers and explains more content by lecture (40 minutes)

12.45pm  Lunch

1.15pm  Negotiation Exercise: Analysis of an International Commercial Problem

Participants break into 2 teams and in part 1 prepare for a negotiation of an international commercial dispute. In part 2 the 2 groups come together to negotiate.

2.30pm  Debrief

DS discusses with the class its experience of the exercise

2.45pm  Break

3.00pm  Negotiation Role-play and Debrief

Participants break into pairs to negotiate a problem contained on handout sheets. DS discusses with the class its experience and explains teaching points

4.15pm  How to Respond to Negotiation Tricks and Tactics

DN lecture

5.00pm  End Day One
Day Two  Friday 9 February 2007

9.00am  Communication Skills II

- Questioning skills
- Diplomacy skills
- Detecting feeling and reading body language
- Expressing concerns appropriately
- Acknowledging the other party
- Dealing with angry or difficult people

Exercise
- Discussion topics suggested by participants
- Reframing
- Summarising
- Questioning

Lecture

10.00am  Tea/Coffee Break

10.15am  The 6 Contexts in which People Negotiate
Different Types of Satisfaction People Want from Negotiation:
Exercise

Lecture based on a handout given to the class

10.30am  Context I: Co-operative: Where Keeping the Relationship is Important

Role Play

Participants break into pairs to negotiate a problem contained on handout sheets (75 minutes)

Debrief and Discussion:
- Achieving Successful Negotiation in a Co-operative Context
- Skills: Identifying Everyone's Needs, Goals and Objectives
- Reaching Satisfying Outcomes

Class discussion of its experience and explanation of teaching points above (30 minutes)

12.15pm  Lunch

12.45pm  Context II: Competitive: Most Negotiation Situations

Role Play

Participants break into pairs to negotiate a problem contained on handout sheets (70 minutes)

Debrief and Discussion:
Class discussion of its experience and explanation of teaching points above (30 minutes).

2.15pm Context III: Emotional: Where there is much Emotion

Role Play:

Participants break into pairs to negotiate a problem contained on handout sheets (70 minutes)

Debrief and Discussion:
- Achieving Successful Negotiation in an Emotional Context
- Skills: Dealing with Difficult Behaviour and Building Trust
- Communication Skills
- Skills: How to Acknowledge the Other Negotiator

Class discussion of its experience and explanation of teaching points above (20 minutes)

3.45pm Contexts IV Bureaucratic, V Ethical, VI Technical

How to Negotiate Successfully in these contexts

- Problems of Authority and Commitment
- Breaking Impasse
- Responding to Ethical Dilemmas
- Dealing with Imbalance of Power
- Creating Doubts
- Referring to Objective Standards
- Dealing with Stubborn Behaviour

Lecture

4.45pm Course evaluation

5.00pm Close