

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

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|---------|---|
| 9.00am | Introductions and Expectations of the Participants. |
| 9.30am | Negotiation Exercise

<i>Participants break into pairs to negotiate a problem contained on hand out sheets</i> |
| 10.00am | Debrief

<i>Explanation of interest-based negotiation (lecture)</i> |
| 10.20am | Break |
| 10.35am | Negotiation Principles

<i>Practical negotiation steps (lecture)</i> |
| 11.00am | Preparation for Negotiation: Exercise and Debrief

<i>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</i> |

11.45am	<p>Communication Skills I: Breakout Groups and Debrief</p> <ul style="list-style-type: none"> • <i>Building Trust</i> • <i>Listening Skills</i> • <i>Communication Barriers</i> <p><i>Participants in groups discuss the above areas (20 minutes) and DN receives their answers and explains more content by lecture (40 minutes)</i></p>
12.45pm	Lunch
1.15pm	<p>Negotiation Exercise: Analysis of an International Commercial Problem</p> <p><i>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.</i></p>
2.30pm	<p>Debrief</p> <p><i>DS discusses with the class its experience of the exercise</i></p>
2.45pm	Break
3.00pm	<p>Negotiation Role-play and Debrief</p> <p><i>Participants break into pairs to negotiate a problem contained on handout sheets. DS discusses with the class its experience and explains teaching points</i></p>
4.15pm	<p>How to Respond to Negotiation Tricks and Tactics</p> <p><i>DN lecture</i></p>
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:

- Achieving Successful Negotiation in a Competitive Context
- How Legal Rights are Relevant
- Finding Common Ground
- The Importance of Agenda
- Skills: Managing Tactics
- Skills: Breaking Impasses and Finding the Final Result

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