

INTENSIVE NEGOTIATION SKILLS

Our trainer: Michael Klug AM, Consultant

Time: 8.15am for 8.30am -4.30pm

Venues: Please contact us

Cost: \$2,154 per person – 20% discount for EIANZ members
(Normally \$2,692 per person)

Creating value not distributing value.

The major focus of the program is to develop a corporate capability in negotiation and to provide you with a powerful, consistent and highly effective and ethical style of negotiation.

Day One - Core Negotiation Skills

Day one explores the core theory and practice of negotiation. It focuses on your individual negotiation style and how negotiations work structurally and chronologically.

What we'll cover

- ▶ Defining and understanding negotiation
- ▶ The two primary approaches
- ▶ Negotiation simulation
- ▶ The principal tensions of negotiation and how to manage them
- ▶ Biases affecting judgment
- ▶ Slow thinking vs fast thinking – systems 1 and 2 (Kahneman's dual process theory)
- ▶ Techniques for exercising sound judgment
- ▶ Ethical styles of negotiation
- ▶ Identify your individual style of negotiation (result confidential)
- ▶ Adjusting your negotiating style to suit the situation
- ▶ Characteristics of an effective negotiator
- ▶ Proficiency test – identify your strengths and weaknesses (result confidential)
- ▶ Self-managed outcomes
- ▶ Bargaining – the contrast between distributive and integrative methods
- ▶ Strategies and tactics of integrative bargaining
- ▶ The green credit approach.

Day Two - Strategic Negotiation Skills

On day two you'll learn how to make strategic decisions and position yourself in negotiations using highly practical and usable skills. You'll be offered unique insights into why negotiation can be a counterintuitive discipline and how your instincts can be unreliable.

What we'll cover

- ▶ Multi-party, multi-issue negotiations – a disciplined approach
- ▶ Negotiation simulation
- ▶ The six most common mistakes made by negotiators
- ▶ How to plan for negotiation through a process of disciplined and methodical preparation – negotiation worksheet
- ▶ The benefits of MESOs (Multiple Equivalent Simultaneous Offers)
- ▶ Diagnostic checklist – a crucial discipline for closing a negotiation
- ▶ An unconditionally constructive strategy for dealing with difficult people
- ▶ Team negotiations and how to manage them
- ▶ Negotiating about negotiation
- ▶ Re-booting – a unique process which negates your counter party's starting point
- ▶ Slow forward controlled momentum – impasse vs uncontrolled escalation
- ▶ Electronic connectivity – pluses and minuses
- ▶ Listening – what to do and how to do it
- ▶ How to manage streamed input and biases that arise
- ▶ How to close.

Golden Rules of Negotiation

Throughout the workshop Michael will reveal the most important rules of negotiation and why no one can afford to ignore them.

**FOR MORE INFORMATION PLEASE CONTACT US :
PHONE 1800 882 110
EMAIL CLIENT.TRAINING@CLAYTONUTZ.COM
OR VISIT WWW.CLAYTONUTZ.COM.AU/CU-TRAINING**

Negotiator's toolkit – the nuts and bolts

Michael will arm you with a highly practical toolkit including:

- ▶ A negotiation worksheet to guide you through the negotiation planning process
- ▶ Checklists for effectively preparing for negotiation
- ▶ A constructive strategy for breaking through difficult negotiations.

Learning outcomes

After two intense days of learning you'll emerge with a powerful, highly effective and ethical style of negotiation, along with the practical skills and tools to:

- ▶ Preserve and enhance personal and clinical relationships
- ▶ Increase confidence and reduce stress when resolving conflicts
- ▶ Resolve disputes confidentially
- ▶ Reduce the costs of resolving conflict
- ▶ Improve financial outcomes
- ▶ Create value in your negotiations
- ▶ Achieve optimal commercial outcomes.

Even though the focus is on conflict resolution and negotiation, many participants have referred to it as a life skills program.

"Thank you for such a brilliant training program. The experience was not only career enhancing, but life changing!"

Support when you need it the most

To maximise successful learning outcomes and help you get the best out of your negotiations, Michael provides post training specialist negotiation services.

"The workshop was fantastic and the follow-up service has been first-class."



Our trainer

Michael Klug AM
Consultant

Michael Klug is one of Australia's pioneering lawyers in Alternative Dispute Resolution (ADR). He is one of the original founders of LEADR (Lawyers Engaged in Alternative Dispute Resolution) and was an original Director of the Australasian Disputes Centre. He has served on numerous ADR committees and organisations nationwide.

Consistently voted by peers as one of Australia's Best ADR Lawyers, Michael has advised large corporate and government clients in significant public disputes and matters.

Michael is also recognised as one of Australia's best-known teachers in negotiation skills, conflict management and ADR. The Golden Rules of Negotiation, which have been written, observed and extracted by Michael, form the basis of his training program which he presents throughout Australia and overseas.

He's also an Adjunct Professor of the Queensland University of Technology Law School where he has taught generations of students, and has lectured at Bond University and the Griffith University International Negotiation Program.

"Michael's intellect, level of engagement and direct method of knowledge transfer is outstanding."

"One of the best courses I've attended. It provided tools that will make a significant impact on my performance."

"I enjoyed learning from someone who clearly believes in and is passionate about his work."

"It is the best few days education I've had...anywhere...period. You won't be disappointed."

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