

2013 Clariden Executive Education Program: 3rd Annual Negotiation and Influence Strategies for Managers and Supervisors



Faculty Director



Tom Harbottle

Managing Director, TMA

Faculty Director, Clariden Executive Programs

Leading Authority in Negotiations, Leadership and Conflict Resolution

Tom Harbottle is a leading authority in the field of best practices in Negotiation. **With close to twenty years of experience in teaching and research activities on negotiation and leadership across Asia and Australia**, Tom has consulted, advised and worked with some of the world's most renowned companies in negotiation, conflict resolution and leadership. His clients include MNCs and global companies from **BP Australia, ANZ, Payless ShoeSource, CNOOC, Siemens, Hawang-DBS Ford, Knight Frank, Campbell Soup, Bang & Olufsen, HJ Heinz, The Promotions Factory** and many other major corporations. As an experienced lecturer, Tom has won multiple highly positive reviews from past participants, where his executive leadership and negotiation programs are one of the most highly-rated at Clariden.

Prior to becoming a Managing Director at TMA, Tom was responsible for overall strategy, development and implementation of all sales and management training within Australia, New Zealand and the Pacific Rim at Cadbury-Schweppes.

"Tom gave fascinating insights on leadership and conflict resolution"

– Director, MBE (2012 Clariden past participant)

"Comprehensive and pitched at a level that is appropriate. The coverage went from the big picture perspective to the details in terms of business processes and strategies. Tom is definitely one of the best trainers I've met."

– Manager, SKS Wood

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EXECUTIVE SUMMARY

Program:	3rd Annual Negotiation and Influence Strategies for Managers and Supervisors	Early Bird 1 (Register & pay by 20 Dec 2012):	US\$1,950
Dates:	14 – 15 February, 2013	Early Bird 2 (Register & pay by 25 Jan 2013):	US\$2,150
Location:	Mandarin Oriental Jakarta	Regular Tuition Fee:	US\$2,250
		GROUP DISCOUNT:	
		For registrations before 20 December 2012 and for 3 or more participants, the 4th participant will receive a complimentary seat.	

(Group discount of 10% for 2nd participants from the same organization)

Program Essence: This intensive and highly interactive program is designed to provide Managers and Supervisors with a set of best-practices negotiation tools to enhance the quality and effectiveness of their negotiations. Participants will be engaged in leading concepts, simulations and exercises developed by **Harvard Business School** and case studies designed by leading negotiators worldwide. Led by a renowned expert on negotiation and conflict resolution, Tom Harbottle has consulted, advised and worked with some of the world's most renowned companies in negotiation and leadership. His clients include MNCs and global companies from **BP Australia, ANZ, Payless ShoeSource, Siemens, Hawang-DBS CNOOC, Ford, Knight Frank, Campbell Soup, Bang & Olufsen, HJ Heinz, The Promotions Factory** and many other major corporations.

In this highly intensive and interactive two-day program, you will learn how to **develop effective negotiation skills by engaging in complex one-on-one, multiparty, and team negotiations using concepts, simulations and exercises developed by the Harvard Business School**. Participants will also gain best-practices negotiation tools and techniques on how world class master negotiators in the West and in the East negotiate. **At the end of the two-day program, you will leave this program with a set of enhanced negotiation skills that will allow you to deploy different strategies and tactics to achieve a successful outcome.**

PROGRAM OVERVIEW

In business, everything you know comes together in one place: the negotiation table. Whether you come away with new successes or empty hands depends on how effectively you use this knowledge to achieve your objectives. *Negotiation and Influence Strategies for Managers and Supervisors* improves executive skills and capabilities across a variety of competitive transactions that may be vital to your organization and your career. Developed by using leading concepts and case studies from Harvard Business School who are preeminent authorities on negotiation and decision making, this program gives you a proven framework and a cognitive toolkit to maximize the value of each transaction.

In this two-day highly interactive program, participants will develop effective negotiation skills by engaging in complex one-on-one, multiparty, and team negotiations using concepts, simulations and exercises developed by the Harvard Business School. **You will develop effective negotiation skills by engaging in complex one-on-one, multiparty, and team negotiations using concepts, simulations and exercises developed by the Harvard Business School**. Participants will also gain best-practices negotiation tools and techniques on how world class master negotiators in the West and in the East negotiate. **At the end of the two-day program, you will leave this program with enhanced negotiation skills that will allow you to deploy different strategies and tactics to achieve a successful outcome.**

WHO WILL BENEFIT MOST

This highly interactive program is designed for Managers, General Managers, Executives, Project Team Leaders and Members and Supervisors with management experience in various functional areas, including but not limited to General Management, Marketing & Sales, Finance, Corporate Planning, Commercial, Retail, Operations, Production, Procurement, Legal, Business, Strategic Planning, Supply Chain, Manufacturing, Project Management

HOW YOU WILL BENEFIT

Through this executive program, participants will be able to:

- Enhance your negotiation effectiveness by learning the keys to more rational thinking and identifying the barriers that keep you from optimal decision making
- Realize better outcomes by preparing more appropriately, thinking more clearly about the other parties involved, and making the right moves
- Close deals that create more value for all parties while yielding appropriate results for your side
- Learn how to develop the mutual value creation strategies
- Understand the complex dynamics and challenges of multiparty negotiation
- Build effective coalitions building ability
- Understand the dynamics and challenges of team negotiation

PROGRAM OUTLINE

DAY 1

Introductions

Negotiation Fundamentals and Approach

- Understanding Negotiation Terminology and Jargon

Practice Negotiation

- Negotiation Case Study One

Developing Effective Negotiator's Skills

- How to communicate and use Emotional Intelligence
- Managing emotions and emotional people
- Learn the Process card activity
- Understanding Key Principles of gathering information
- Practice in Gathering Information

Developing Persuasion skills

- Understanding Influencing Strategies
- Understanding Negotiator's Personalities
- Developing Key Principles of Sales Techniques
- Understanding Discovery Questions
- Getting Past "NO!"
- Different Communication Styles
- Change Management Principles
- Learn different options of Conflict Resolution

DAY 2

Preparing for Negotiation

- Understanding BATNA (Best Alternative to a Negotiated Agreement)
- Understanding the Tradeables
- Developing Risk Analysis Matrix
- Discovering Negotiator's power sources

Practice Negotiation

- Harvard Case Study
- Personal Negotiation Case Study
- X-Y Negotiation Activity

Conducting Negotiation

- Understanding the Ground rules
- Tactics and 7 Elements of Negotiation
- Learn how to manage Impasse
- Strategy of Coalitions and Teams
- Understanding Negotiation Competition

Practical Aspects of Personal Negotiation

Participants Feedback

"Comprehensive and pitched at a level that is appropriate. The coverage went from the big picture perspective to the details in terms of business processes and strategies. Tom is definitely one of the best trainers I've met."

- *Manager, SKS Wood*

"Tom gave fascinating insights on leadership and conflict resolution"

- *Director, MBE*

REGISTRATION PAGE

Booking Contact (Approving Manager) Mr/Mrs/Ms: _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____
 Organisation: _____
 Address: _____
 _____ Postal Code: _____

I would like to receive more information on hotel accommodation using Clariden Global corporate rate.

Please register the following participant(s) for this Program:

1st Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

2nd Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

3rd Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

4th Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____ Date of Birth: _____

PROGRAM FEES

1ST EARLY BIRD FEE: US\$1,950
(Registration and payment must be received by 20 Dec 2012)

2ND EARLY BIRD FEE: US\$2,150
(Registration and payment must be received by 25 Jan 2013)

REGULAR FEE: US\$2,250

GROUP DISCOUNT: For 2 registrations from the same company and billing source, the 2nd participant enjoys a 10% discount.

For registrations of 3 from the same company and billing source, the 4th participant receives a complimentary seat. One discount scheme applies per company.

Note: GST is applicable only to participants from Singapore registered companies.

Important Notice: Payments are required with registration and must be received prior to the Course to guarantee your place.

PAYMENT METHODS

BY CHEQUE / BANK DRAFT:

Made payable to Clariden Global Pte Ltd and mail to: 3 International Business Park, #04-31, Nordic European Centre, Singapore 609927.

BY TELEGRAPHIC TRANSFER TO:

Bank Name: **DBS BANK**
 Bank Branch Code: **027**
 Bank Address: **6 Shenton Way, DBS Building, Singapore 068809**
 Bank Account No: **027-903583-8**
 Bank Account name: **Clariden Global Pte Ltd**
 Bank SWIFT Code: **DBSSSGSG**

Please note that all bank charges are to be borne by participants. Please ensure Clariden Global receives the full invoiced amount.

Note: Please include invoice number on all payment types and your company's name in your payment instructions for our reference.

CREDIT CARD:

To make payment by credit card, please call our client services hotline at +65 6899 5030.

4 WAYS TO REGISTER



Email: admissions@claridenglobal.com



Fax: +65 6567 4328



Call: +65 6899 5030



Website: www.claridenglobal.com

DATE AND LOCATION

This executive program will be held at:

Mandarin Oriental Jakarta

14 - 15 February 2013

Jalan M. H. Thamrin PO Box 3392 Jakarta 10310, Indonesia

Tel : +62 (21) 2993 8888

Fax : + 62 (21) 2993 8889

Website : <http://www.mandarinoriental.com/jakarta/>

The fee for this two-day executive program includes all written materials, lunch and refreshments.

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque made payable to "Clariden Global Pte Ltd. ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

SPONSORSHIP

INTERESTED IN PROMOTING YOUR ORGANIZATION TO OUR PARTICIPANTS

For more information on sponsorship, tabletop displays & insert opportunities, please contact us at 6899 5030.

CANCELLATIONS AND SUBSTITUTIONS

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

PLEASE NOTE: Clariden Global Pte Ltd reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, Clariden Global Pte Ltd will refund the full amount and disclaim any further liability.

ENQUIRIES: If you have any queries about registration or payment please do not hesitate to contact our client services department on +65 6899 5030.

PRIVATE DISCLOSURE STATEMENT: Any information provided by you in relation to this event is being collected by Clariden Global Pte Ltd and will be held in the strictest confidence. It will be added to our database for the primary purpose of providing you with information about future events and services.

Visit us at www.claridenglobal.com for upcoming events

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