

PROGRAM ON NEGOTIATION
HARVARD LAW SCHOOL



Program on Negotiation Global **London**

Hosted at:

The Clubhouse

St James's Square, London

26th, 27th, 28th September 2017

in partnership with





Dear Executive,

At the Program on Negotiation (PON) at Harvard Law School, we are dedicated to studying the theory and practice of negotiation, so that others can learn to effectively manage conflict, solve problems, and build stronger relationships in their work, their families, and their communities. At PON, a consortium program of scholars from Harvard, MIT and Tufts, we study negotiation through many different lenses, including business, law, government, economics, psychology, and education. PON at Harvard Law School is delighted to be cooperating with Ivo, to offer for the first time, our PON Global course in London. This course is modelled on our flagship program taught in Cambridge, Massachusetts, three days of intensive and innovative learning. PON Global - London will enable you to have an interactive learning experience, taught by a skilled and experienced PON instructor. You will also be exposed to the thinking of almost a dozen members of our faculty, through our video modules and in videoconferencing with Harvard faculty. The course is designed to be highly interactive, with the use of negotiation exercises and simulations. We believe that negotiation is an essential skill for all leaders and executives, and we know that with training, everyone can become a better negotiator. When you are a skilled negotiator, you will have greater success at closing deals, developing partnerships, and avoiding costly disputes. If you are ready to become a more skilled negotiator and a more effective leader, I strongly encourage you to join our program in London. We look forward to welcoming you to this limited enrolment program.

Sincerely,

Robert H. Mnookin

Faculty Chair

Program on Negotiation at Harvard Law School



Introducing **PON GLOBAL - LONDON**

The World-Renowned Program on Negotiation

Widely recognised as a world leader in the field of negotiation and negotiation research, the Program on Negotiation is an interdisciplinary, multi-university research centre based at Harvard Law School. Scholars from Harvard, MIT and Tufts develop negotiation principles and skills and share them in innovative courses that help train global leaders.



About the Programme

PON Global - London is a unique programme that largely mirrors the extremely popular flagship programme that PON has offered in Cambridge, Massachusetts, for more than 30 years. The programme will test your beliefs and assumptions and help you overcome emotional and rational biases, examine complex negotiation scenarios, and discover a range of competitive and cooperative negotiation strategies. In this acclaimed programme, we compress 30 years of ground-breaking research into three thought-provoking days. In sessions taught by Harvard's expert faculty and with dynamic videos and video conferencing segments, you'll broaden your understanding of negotiating concepts, acquire proven negotiating techniques, and have the opportunity to put your learning into practice. This time – and road-tested – curriculum has been utilised by more than 35,000 executives who have participated in PON's Executive Education programmes. This autumn, you can join their ranks and acquire a framework for negotiation—equipping you to overcome barriers, manage conflict, and achieve better outcomes at the bargaining table, every single time.



5 Reasons to Attend **PON GLOBAL - LONDON**

DEVELOP BETTER LEADERSHIP SKILLS

Most great leaders are skilled negotiators. While some have innate ability, everyone can improve their ability to negotiate effectively by learning from the negotiation experts. At the Program on Negotiation, with our 30 years of expertise, we accelerate your learning process and focus on techniques that work in the corner office and at the bargaining table, as well as in your personal life and community.

GET THE DEALS YOU WANT AND BUILD STRONG RELATIONSHIPS

The strategies you learn over this three-day programme will help you finalise important deals, negotiate in uncertain environments, improve your working relationships, claim (and create) more value, and resolve seemingly intractable disputes. You'll work through complex scenarios and learn problem-solving tactics that you can apply to your future negotiations.

LEARN FROM THE EXPERTS

You will learn from an on-site PON instructor as well as from leading PON faculty in video modules made especially for this course. You will also videoconference with faculty back in Cambridge, Massachusetts, who can answer your questions. PON faculty members have negotiated peace treaties, brokered multi-billion dollar deals, and hammered out high-stakes agreements around the globe.

LEARN BY PRACTICING

The PON programme is very interactive. In addition to class instruction, you will engage in negotiation exercises that put your new knowledge to work right away. You'll test ground-breaking theories, practice new approaches, and see how other participants address the same problems. You'll leave the programme with a time-tested toolkit—one that works in both theory and practice.

GIVE AND RECEIVE QUALITY FEEDBACK

In the real world, we rarely get feedback on how we negotiate. Feedback is essential for continuing to grow and improve. In this course you will learn from others what you did well and what you might want to improve; and you will learn to give feedback to others so that they receive it well and can make adjustments.



About the Course

PON GLOBAL - LONDON

Dates and Venue

The Clubhouse	26 th September 2017
8 St James's Square, London	27 th September 2017
SW1Y 4JU	28 th September 2017

The Clubhouse is set in the heart of London, close to many of the capital's most famous historic sites, including Trafalgar Square, Pall Mall and Piccadilly Circus.

Tuition Fees

The tuition fee is £3,995 (plus VAT).

The tuition fee includes all course materials, lunches and coffee breaks on all three days.

Payment must be received in full in order to reserve a place on the course.

The tuition fee is reduced to £3,595 (plus VAT) per person for organisations that enrol three or more participants on the same course.

Who Should Attend

The PON Global course attracts a diverse audience from both the private and public sectors. Participants span a wide range of titles and industries. Those who attend typically include: Chief Executive Officers, Company Presidents and Officers, Board Chairs and Board Members, Executive Directors, Managing Directors, Directors of Operations, Human Resources, Purchasing, Marketing, and Sales Managers, Lawyers, Mediators and Programme Directors.

Certificate

Participants who attend all sessions and participate in all simulations will receive an official Certificate of Completion from the Program on Negotiation at Harvard Law School.

Registration

To apply to attend the course, please submit a completed registration form.

Tuition must be paid following the submission of a complete registration form. Payment can be made via online bank transfer, credit/debit card or cheque. For company registrations, an invoice can be provided. Following the receipt of your registration form you will be contacted with payment details.

Further Information

For more information on the course, please refer to:

www.pon.harvard.edu

www.ivosolutions.com/pon-global

For any queries, please email: ponglobal@ivosolutions.com or call: +44 (0) 203 507 0036



About the Teaching PON GLOBAL - LONDON



About the On-Site Faculty Member

The on-site instructor for this workshop will be Samuel (Mooly) Dinnar. Dinnar is an instructor with the Harvard Negotiation Institute, a strategic negotiation advisor, and an experienced mediator of high-stakes complex business disputes, with more than 25 years of international experience as an entrepreneur, executive, board member and venture capital investor. In addition there will be interactive web-based video sessions with expert faculty broadcast live from Harvard.

Teaching Methodology

You will learn from the on-site PON instructor, Samuel Dinnar, as well as from leading PON faculty in video modules made especially for this course. You will also videoconference with faculty back in Cambridge, Massachusetts, who can answer your questions.

- *Interactive classroom sessions*
- *Real-life case studies from Harvard University*
- *Video-conferencing with faculty at Harvard University*
- *Collaborative negotiation exercises and discussions*

Modules Taught

Day 1 – “Understanding Key Negotiation Concepts”

Module 1: Negotiation Fundamentals

Module 2: Creating Value vs Claiming Value.

Day 2 – “Managing Interpersonal Dynamics”

Module 3: Best Practices for Difficult Situations

Module 4: Dealing Effectively with Emotions and Relationships.

Day 3 – “Addressing Negotiation Complexities”

Module 5: Negotiating Across Cultures

Module 6: Multi-party Negotiations, Internal Negotiations, and Organisational Challenges and Relationships.





Day 1 “UNDERSTANDING KEY NEGOTIATION CONCEPTS”

MODULE 1 – Negotiation Fundamentals

We will share with you core concepts of negotiation, including the importance of principled bargaining and shared problem-solving. We will outline the course methodology, which is highly interactive, and show how the Program on Negotiation has helped develop innovative learning strategies. This session provides a framework for preparing for and analysing negotiations. You will examine the key elements of negotiation:

- Learn to clarify your interests and priorities, and then think about your counterpart’s interests. Which interests are shared, and which are different?
- Learn about the difference between interests and positions.
- Identify the range of alternatives you are willing to consider if your counterpart does not give consent.
- Learn to analyse a negotiation problem and seek ways to create value. Brainstorm possible agreements or concessions that may creatively satisfy both parties’ interests.
- Assess your relationship with your counterpart and determine if you can take steps to generate positive emotions and avoid negative reactions.
- Prepare for your negotiation, and outline your communication strategy. What do you want to learn from them? What are you willing to share? What is your agenda and how will you handle disagreements or stalemates? What process do you want to propose?

Through negotiation exercises and interactive discussions, you will examine ways to structure the bargaining process to accommodate joint problem solving, brainstorming, and collaborative fact-finding. You will learn how to evaluate a best alternative to a negotiated agreement (BATNA), create a zone of possible agreement (ZOPA), and implement the mutual gains approach to negotiation. As a result, you will be able to think more clearly, make smarter moves, and set the stage for more productive negotiations.

MODULE 2 – Creating Value vs Claiming Value

We will discuss how to handle the “Negotiator’s Dilemma” and how to create value while also ensuring your fair share of distributed value. You will learn about the need for careful preparation, which includes thinking about the other side’s “back table” as well as your own. We will discuss how to respond to different tactics and how to feel confident about your ability to drive the negotiation.

- Learn the advantages of adopting a cooperative mindset.
- Learn strategies for building trust.
- Know when to share information – and when not.
- Understand the importance of knowing or guessing at the zone of possible agreement.
- Learn to evaluate risk and learn defensive moves against aggressive claiming.
- Consider the implications of opening offers.
- Know the importance of being aspirational and well-prepared.

“In my 30 year professional experience, this is the best negotiation program I have participated in. I am a dedicated ambassador to spread the word as to its value!”

Konstantina Vitoratou
Nicosia PON Global Participant





Day 2 “MANAGING INTERPERSONAL DYNAMICS”

MODULE 3 – Best Practices for Difficult Situations

What makes some negotiation situations difficult and how do most people deal with them? We will discuss typical responses and better ways to respond when there are challenging people or problems with which to deal. You will learn practical skills and the importance of active listening. You will also improve your ability to analyse a situation and choose the appropriate strategy and response.

MODULE 4 – Dealing with Emotions & Relationships

To be effective, executives must learn to navigate personality differences, diverse agendas, and social pressures. You will see that it matters how your counterpart feels about the negotiation and learn ways that you can generate positive feelings. You will be taught how to have the “difficult conversation” and how to separate intention from impact. You will learn the Core Concerns that need to be addressed in order to manage emotion in negotiations. Finally, you will do an exercise that helps you understand your own style of negotiation and the style of others.



“Life is one big negotiation, both professionally and personally. This program gives you a valuable framework within which to improve your skills. With practice, you will master the tools and excel.”

George Pietrogallo

Public and Government Affairs Advisor, ExxonMobil

“Extremely useful, not only for my business life, but also for my personal interactions. I leave the course with more self-knowledge.”

Canstantinos Raftakis

Athens PON Global Participant



Day 3 “ADDRESSING NEGOTIATION COMPLEXITIES”

MODULE 5 – Negotiating Across Cultures

Learn how to overcome barriers to negotiating effectively across cultures by understanding differences in law, languages, professions, behaviour, attitudes, values and other factors. Learn strategies for dealing with cultural differences in negotiation and be aware of how others may perceive your culture. Understand how complex your negotiation counterpart may be and avoid stereotypes. Acquire strategies for bridging cultural divides so that you can negotiate more effectively.

MODULE 6 – Multi-party Negotiations, Internal Negotiations, Organisational Challenges and Relationships

The final session builds on your accumulated knowledge to generate insights for negotiating across a variety of competitive contexts. The faculty will bring to life different negotiation problems and examine their real world outcomes. Learn sophisticated negotiation moves for working in highly complex situations and plan ahead for your future negotiations. As a result of your participation, you will become a more effective decision maker and negotiator over the long term. You will also be better prepared to acquire support from your organisation as you lead future negotiations.



“Harvard PON unlocked a previously unknown dimension of myself which not only enabled me to become a better negotiator but also communicate and connect more effectively. I recommend it to every person without reservation.”

Nikolas Koukounis

Nicosia PON Global Participant

“Collaborating with others from across the nation and the globe to learn negotiation skills was a fantastic experience.”

Rich Cardona

Senior Operations Manager, Amazon

About our Partner

IVO

PROGRAM ON NEGOTIATION
HARVARD LAW SCHOOL



Hello!

At Ivo we help businesses to understand where and how they spend money, then work with them to negotiate better deals for the goods and services they need to buy. Through procurement best-practice, structured tenders, online auctions, negotiations and data analytics we try to unlock value for our clients. Since we founded the business in 2003, we have worked on hundreds of deals across a wide range of industry sectors both in the UK and overseas.

What have we learnt?

Well, we've found out that you never stop learning! Every time we take part in a negotiation we face new challenges and have to adapt to different approaches. It is also clear to us that successful negotiations require a good understanding of the fundamental skills and techniques and that this knowledge will be helpful in a broad range of circumstances – with your customers, your boss, dare I even say your spouse!

We are huge advocates of the concepts and ideas taught within the Program on Negotiation (PON) which we find to be pragmatic and readily applied to real-world situations, instantly helping to deliver better results. The London course is a newly-developed global version of the executive negotiation programme offered for the last 30 years by PON in the US. The PON Global initiative has been created to bring innovative executive negotiation training to the UK and other locations outside the US in cooperation with local hosts like Ivo.

You will hear directly from experienced Harvard faculty members, with the opportunity to test your beliefs and assumptions, overcome emotional and rational biases, examine complex negotiation scenarios, and discover a range of competitive and cooperative negotiation strategies. The course is designed to help participants more deeply understand negotiating concepts, acquire proven negotiating techniques, and have the opportunity to put their learning into practice through in-class exercises. Whether you're an experienced executive or an up-and-coming manager - working in the private or public sector, domestically or abroad - this programme will help you shape important deals, negotiate in uncertain environments, improve working relationships, claim (and create) more value, and resolve seemingly intractable disputes.

We are hugely excited and honoured to be working with Harvard to bring the programme to London, enabling people in the UK to learn directly from the experts. We can say with certainty, that attending will prepare you to achieve better outcomes at the bargaining table, every single time.

We look forward to meeting you!

Yours Sincerely,

David Armes

Managing Director

www.ivosolutions.com



Please contact: ponglobal@ivosolutions.com

For more information: www.ivosolutions.com/pon-global
www.pon.harvard.edu

Registration Form

PON GLOBAL - LONDON

PROGRAM ON NEGOTIATION
HARVARD LAW SCHOOL



The Clubhouse
8 St James's Square, London
SW1Y 4JU

26th, 27th, 28th September 2017
Tuition Fee - £3,995 (plus VAT)

This form, completed in each part, must be sent by e-mail to: poglobal@ivosolutions.com. For multiple registrations please submit individual forms. In signing this registration form, you indicate your acceptance of the attached Registration Terms & Conditions.

Personal Details

First Name			
Last Name			
Date of Birth (dd/mm/yyyy)			
Gender (please circle)	M / F	Nationality	
Home Address Line 1			
Home Address Line 2			
Home Address Line 3			
City			
Postcode			
Phone (Landline)			
Phone (Mobile)			
Email Address			
How did you hear about the course?			

Please Note: Future communications and course details will be sent to the email address provided. Please ensure details are correct and clearly indicated.

Company Details

Company Name			
Company Address Line 1			
Company Address Line 2			
Company Address Line 3			
City			
Postcode			
Job Title			
Role & Responsibilities (please provide a brief description of your job role, industry sector and background)			

Payment Preference (you will be contacted with payment details following the submission of your Registration Form)

Internet Bank Transfer		Cheque	
Debit Card / Credit Card		VAT Invoice & BACS Transfer	

Signature

Signed	
Name (printed)	
Date	



Terms & Conditions

The Course

The PON Global course in London is a three-day executive education programme that examines core decision-making challenges, analyses complex negotiation scenarios, and provides a range of competitive and cooperative negotiation strategies. In short, it prepares you to achieve better outcomes at the bargaining table, every single time.

Payment Policy

The tuition fee must be paid in full following the submission of a complete registration form. Payment can be made via online bank transfer, credit/debit card or cheque. For company registrations, an invoice can be provided. Following the receipt of your registration form you will be contacted with payment details.

For any payment queries, please email: ponglobal@ivosolutions.com or call: +44 (0) 203 507 0036

Please note: Enrolment is not guaranteed until payment has been received.

Cancellation Policy

Cancellations received in writing at least 25 business days prior to the start date of the course, will be eligible for a full refund less a £500 administrative fee, issued in the original form of payment. Cancellation requests received within 25 business days prior to the start of the course are subject to full payment of the programme fee. In the unlikely event that the event is cancelled, we bear no responsibility to any airfare, hotel or other costs or losses incurred by registrants.

Please submit your cancellation request in writing to the PON Global London team:

Email: ponglobal@ivosolutions.com

Post:

PON Global – London
Ivo Consulting Solutions
Parkhouse, London Road
Stamford, Cambs
PE9 3JS

Transfer Policy

It is not possible for applicants to transfer to a future PON Global course. Please refer to our Cancellation Policy above.

Substitution Policy

Registrants may transfer a registration to another person within the same organisation. All requests must be received in writing no later than 25 business days prior to the start date of the course.

Programme Changes

At our complete discretion, we reserve the right to change, cancel or postpone the start date of the course, by giving notice to applicants via email, using the email address provided on the registration form.

If the course is cancelled, tuition fees will be refunded within 60 days following the communication.

We also reserve the right to vary dates, timings and course content and replace teaching staff and speakers attending the course.

Confidentiality and Data Protection

Ivo and Harvard PON will be responsible for compliance with the Data Protection Act 1998. All applicants consent to both companies collecting data about their use of the programmes and to both companies providing such data to their Group Companies for the purposes of marketing their services or for any other purpose connected with the programme (including the measuring of customer satisfaction).