

Dierickx

Negotiation Dynamics

Workshop Part One (9 – 10 July 2019) and Part Two (11 – 12 July 2019)

Adina Hotel, 2 Tapora Street, Auckland



“Professor Dierickx presented a thoroughly well-organised program, covering many aspects of negotiation, giving substantive methods and tools, in an insightful and often entertaining way. His depth of real-life experience informed the workshops, complementing the strong technical analysis.”

Peter Wright, Barrister, Auckland

“This workshop is one of the best I have attended and at a significant discount to the same programme at INSEAD. I have since encouraged many other senior managers to attend.”

Mark Cairns, Chief Executive
Port of Tauranga

Advanced Techniques - Improved Results

Learning by Doing

The best way to learn about negotiation is to negotiate. Gain invaluable experience by engaging in a broad range of face-to-face negotiations.

Real Life Cases

All the material, cases and role-plays are based on real life negotiations. Examples and anecdotes are drawn from thirty years of negotiating experience.

Practical Skills

Particular emphasis is given to negotiation practice, captured by the experience of negotiation professionals around the world.

Key Benefits

- Master price negotiations
- Structure complex package deals
- Identify opportunities to create value
- Avoid arguments
- Maintain composure under pressure
- Manage long-term business relations

PART ONE

Tuesday 9 July
Day One
9.00am - 6.00pm

Morning Session: Price Negotiations - Concepts and Tactics

Participants carry out a one-on-one price negotiation.

- Diagnosis and preparation
- Concession patterns
- Focal points
- Commitment
- Opening offers
- Closing the deal
- The Twin Pillars of Bargaining Power: Alternatives and Information

Afternoon Session: Package Deals - Defining The Optimal 'Architecture' of Complex Agreements

Participants negotiate a complex package deal.

- Creating a negotiable agenda
- Homans' Law
- Salami slicing
- Evaluating tradeoffs: 'Efficiency Ratios'
- Exploring options
- Using MESOS

Wednesday 10 July
Day Two
8.00am - 4.30pm

Morning Session: Mastering the Process Fundamentals

- Retaining composure under pressure
- Maintaining a constructive negotiating atmosphere
- Making proposals: effective and ineffective language
- Handling tough questions
 - 'The Freezer' - The 'Marlin Fitzwater response'
 - 'Selective Hearing' - 'Schubert's Unfinished Symphony'
 - The 'Lionel Jospin response' - 'Truthful misdirection'
- Spotting lies - and knowing how to deal with them

Afternoon Session: Asymmetric Information

Teams carry out a challenging negotiation where both sides have radically different views of the world.

- A process perspective on gaining personal credibility
- Using proposals to overcome the credibility gap
 - Signaling - Screening
- Promises and threats
- The negotiation time frame

Conclusion of Part One

"Fantastic in all regards. Professor Dierickx has an excellent style and wonderful experience. Can't wait to attend Part Two in the future."

Business Analyst, Holcim NZ Ltd, Christchurch

PART TWO

Thursday 11 July
Day One
9.00am - 6.00pm

Morning Session: Informal Influencing Skills

While Part One dealt with arms' length negotiations, this session focuses on influencing people in informal encounters.

- Framing
 - Positive vs. Negative Frames
 - Perceptual contrast
- Effective listening: Ten Dos and Don'ts
- 'Classic Irritators': Exasperating habits and pedantic language
- How to win the battle for mind space: Ten techniques that don't rely on 'facts and logic'

Afternoon Session: Intra Company Negotiations

- Teams carry out a complex internal negotiation
- Internal negotiations:
 - Breaking deadlock
 - Structuring available information
 - Converging Incentives
 - Impact on future bargaining position
- Managing conflict among subordinates
 - Lessons from arbitration experience: Conventional vs. 'Pendulum arbitration'

Friday 12 July
Day Two
8.00am - 4.30pm

Morning Session: Breaking Deadlock - A Process Perspective

- Aggressive negotiation challenges
 - Stand-offs, stalling tactics and waiting games
 - Structural characteristics and psychological dynamics of conflict escalation
- Changing the structure of the problem: 'The Issue is Never the Issue'
- A process perspective on breaking deadlock: The method of the 'Five A's'

Afternoon Session: Negotiating Deals in an Uncertain Environment

Teams negotiate a complex long-term agreement.

- Negotiating long term contracts in an uncertain environment
- Identifying opportunities to create value
 - Playing on differences between negotiation partners to create value
 - Creating 'expected' value: opportunities and limits
- Competition: Playing on differences to lock in a sustainable advantage

Conclusion of Part Two

"An excellent workshop - the most useful I have attended - excellent combination and sequence of theory and interactive exchange"

General Manager, Dairy Laboratories South Ltd

ADDITIONAL INFORMATION

Fees

The fee for each workshop is \$2,419 (plus GST) per person. When six or more people are enrolled from the same company (or a group of associated companies) the fee is \$2,193.50 (plus GST) per person. Participants who book for both part 1 and part 2 of the programme at the same time receive a 15% discount.

To enrol

Email Sharynn Johnson at sharynn.johnson@idconsulting.nz or phone 0204 432 667.

Send no money now

You will be invoiced upon confirmation of enrolment. Cancellations less than 14 calendar days prior to the start of the workshop will not be refunded. Substitutions may be made at any time. A maximum of 24 participants will be accepted.

Accommodation

Accommodation is available at the workshop venue at participant's cost—please book direct with venue.

Completion of Part One is a prerequisite for attending Part Two

Attendance at these workshops may also qualify as a continuing professional development (CPD) activity. Please check with your professional body.

About Professor Ingemar Dierickx

Ingemar Dierickx holds a PhD (Business Economics) from Harvard University and an MBA from the Harvard Business School, where he was a Baker Scholar. He also holds law degrees from the Harvard Law School (LL.M.) and the Rijksuniversiteit Gent (Lic.Jur). He was Professor of Negotiation Analysis at INSEAD for nearly twenty-five years and subsequently joined The Moscow School of Management (Skolkovo) until 2010. Prior to joining INSEAD he worked at the Division of Research, Harvard Business School and with Professor Schelling, 2005 Nobel Laureate in Economics.

Ingemar Dierickx is a Director of I.D. Consulting Ltd. and a senior partner of D&AC - Negotiation Advisors, a company that offers a wide range of negotiation support services. For three decades, he has advised clients in a broad range of industries. As a negotiator, he has represented the interests of high net worth individuals, entrepreneurs and corporate clients. As a trainer and coach, he has run hundreds of highly successful negotiation workshops around the world.

www.ingemar-dierickx.com

Past Attendees Dierickx Negotiation Workshops, annually since 1994, have included participants from the following companies amongst many others:

Air New Zealand Engineering
Airways Corporation of NZ Ltd
Allied Concrete Ltd
Allied Petroleum Ltd
AMI Insurance
AML Ltd
Anthony Harper Lawyers
Aoraki Polytechnic
Apex Environmental Ltd
Ashburton District Council
Auckland Healthcare Ltd
Bathurst Resources
Bay of Plenty DHB
Blue Scope Steel (Aust)
Canterbury DHB
Canterbury Employers
Consultants Ltd
Canterbury Scientific Ltd.
Carter Holt Harvey Ltd
Christchurch City Council
Christchurch College of
Education
Christchurch Intl Airport Ltd
Colliers International
c3 Ltd
Department of Courts
Deta Consulting Ltd.
Donaghys Industries Ltd
Downer EDI Works Ltd (Aust)
Duncan Cotterill Lawyers
Eastern Coal Supplies
Elastomer Products Ltd
Forsyth Barr
Foundation for Research,
Science & Technology
Fonterra Ltd
Fulton Hogan Ltd
Gough Technology Ltd
GRD Macreas Ltd
Guidant NZ Ltd
Health Funding Authority
Health Waikato Ltd
Hilton Haulage Ltd
Holcim Ltd
H W Richardson Group Ltd
Industrial Research Ltd
Inland Revenue Department
Investment New Zealand Ltd
J. Ballantyne & Co Ltd
Jade Software Corporation Ltd
Lakeland Health Ltd
Lincoln University
Macpac Wilderness
Equipment Ltd
Marsh & McLennan Ltd
Mighty River Power Ltd
Ministry of Economic
Development
Ministry of Fisheries
Ministry of Health
Nelson Marlborough DHB
Ngai Tahu Group Mgmt Ltd
NZ Agriseeds Ltd
NZ Army
NZ Trade & Enterprise
On Energy
Orlon NZ Ltd
Pacifica Seafoods Ltd
PGG Wrightson Ltd
Pharmac
Port of Tauranga Ltd
Port Otago
Prevar Ltd
Queensland Cement Ltd
Ravensdown Fertiliser Co-op
Rio Tinto, Australia & England
Sanford Ltd
SCIRT
Simpson Grierson Lawyers
Smudge Apps Ltd
South Island Dairy Coop
Southern Chicks Ltd
South Port Ltd
SouthRoads Ltd
St Andrews College
Tait Electronics Ltd
Tasman Energy Ltd
Telecom NZ Ltd
The Court Theatre
Toll Owens
University of Canterbury
Vega Industries Ltd
Waitemata DHB
White, Fox & Jones
Westpac