

Collaborative Win-Win Negotiation Skills - toward a workable solution

Thursday

21 February 2019

or

Friday

26 July 2019

or

Thursday

31 October 2019

9:00 am - 5:00 pm



Collaborative Win-Win Negotiation Skills - toward a workable solution

INTRODUCTION

Negotiation is a skill we particularly need in the workplace as there are many priorities and people's needs are different. Negotiation doesn't have to end up in a win-lose situation. The old way of negotiation whereby each side takes a position and the most manipulative wins is no longer seen as effective. A more proactive, interest-driven, collaborative model of negotiation tends to achieve better results with both parties being happier and therefore adhering to the terms negotiated. Understanding the negotiation process and having the ability to communicate effectively with active listening skills is constructive to moving the negotiation process to a satisfactory outcome to which both sides can commit.

This programme is designed to help participants understand the negotiation process, the skills, strategies and tactics involved in delivering a mutually beneficial outcome that is based on mutual interests.

OBJECTIVES

At the end of the workshop, participants will be able to:

- Define a negotiation process that is positive, proactive and interest-driven that are mutually beneficial
- Identify the steps and prepare for negotiations
- Respond to different tactics and scenarios during negotiation
- Develop options and commit to a workable solution that both side can commit

DESIGNED FOR

- Managers and Team leaders
- Technical Staffs
- Sales Managers, Sales Professionals and Executives

CONTENTS

Building Collaborative Interest Driven Negotiation Skills

- Misconception about Negotiation
- Focus on Interests Rather than Bargaining Your Way Out
- Differentiate between Interest Driven Negotiation and Position Bargaining
- Understand Proactive, Interest-Driven Negotiation Process
- Steps Involved in Collaborative, Win-win Negotiation
- 5 Key Principles of Negotiation
- Invest in Effective, Constructive, Interpersonal Working Relationship

Preparing for Negotiation

- Know Your Case and Understand the Needs
- Understand the Framework and Stages of Negotiation – Opening, Middle & Concluding Stage
- Prepare for Negotiation

Strategies and Tactics

- Separate People from the Problem
- Deal with the People
- Respond to Different Strategies, Tactics, Styles and Scenarios

Creating Option and Develop Commitment

- Expand the Pie, Be Creative to Develop Options
- Develop Workable Solution That Are Interest-Driven
- Commit and Close

Skills Practice

- Case-based Skills Practice

WORKSHOP LEADER

Ms Weelan Ho is the Principal and Director of PGA Consulting Limited (HK) and the Director of Ascent Global Service Pty Limited (Australia). She has significant experience in helping companies create value and improve bottom-line results through Strategy Development, Operations & Sales Improvement, Service Excellence and Organization Cultural Change Programs etc., just to name a few. The clients she has worked with are multinationals, public listed companies, family-owned enterprises and SME across Asia Pacific in multiple industries as well as with the public sector.

Another of her focus is leadership development of senior executives, middle managers and supervisors through a combination of coaching and organization development, as they are the pillars of the organization, each having responsibility to ensure the company performs effectively in an increasingly competitive environment. Expanding organization capability and improving soft skills are necessities for they directly impact on company performance reflected through revenue, profits and growth.

DATES & TIME

Thursday, 21 February 2019 [Register Now](#)
9:00 am – 5:00 pm

or

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9:00 am – 5:00 pm

or

Thursday, 31 October 2019 [Register Now](#)
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FEE (Inclusive of tea/coffee breaks)

HKMA Member: HK\$ 2,780

Non-member: HK\$ 2,980

Early Bird Discount: HK\$200 each

(For those who enrol and pay one month before the course commencement date)

Group Discount: HK\$200 each

(For companies which send a total of two or more participants to this course and enrol at the same time)

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central
HONG KONG

LANGUAGE MEDIUM

English, but can supplement with Cantonese and Putonghua if needed, depending on the needs of participants.

METHODOLOGY

Discussions, videos, case study, scenario demonstrations, skills practice with debrief.

DEADLINE FOR REGISTRATION

1 week before commencement

ENQUIRIES

For course details, please contact Ms Diana Li on 2774-8552; or visit the HKMA website: www.hkma.org.hk/seminar. For course enquiries and reservations, please call Customer Service Department on 2774-8501 or via fax 2365-1000.

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21 February 2019 (SG-A6825-2019-1-F)

26 July 2019 (SG-A6825-2019-2-F)

31 October 2019 (SG-A6825-2019-3-F)

FEE: HKMA Member: HK\$2,780

Non-member: HK\$2,980

Name (Mr/Ms): _____
(Surname) (Other Names)

HKID Card No.: _____ HKMA Membership No.: _____

Position: _____

Company: _____

Address of Company: _____

Telephone No. (Office): _____ (Residence): _____ (Mobile): _____

Email: _____ Education Level: _____

Correspondence Address: _____

Cheque Number: _____ Cheque Amount: HK\$ _____

Name and Title of Nominator (Mr/Ms): _____

Nominator Email / Address: _____

Sponsorship Company-sponsored Self-sponsored

Where did you **FIRST** learn about this programme?

Email Promotion from HKMA

Direct Mail by Post

HKMA Website

Others (please specify): _____

Note for application

- This form together with a crossed cheque payable to The Hong Kong Management Association should be returned to: Executive Director, The Hong Kong Management Association, 16/F Tower B Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.
- Registration must be made on the Enrolment Form provided and returned to the Association before the programme commencement date (Not less than 5 days) with full fee.
- Acceptance is subject to the discretion of the Association.
- Applicants will be notified by telephone to confirm receipt of the application form and full programme fee. An official receipt will be sent to you within two weeks.
- Applicants are expected to attend the course at the place and time specified in the brochure unless otherwise notified.
- When a programme is over-subscribed, additional classes may be started in some cases. Applicants may then be notified of the new time, dates and place of meetings when necessary.
- For **ENROLMENT** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2365-1000**.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme by notifying the Association at least 2 days prior to programme commencement.
- Fax reservations are welcome but are subject to confirmation by payment in full within 10 days of the date the reservation is made or 5 days prior to programme commencement, whichever is sooner.
- Applications, upon full payment, will be processed on a first-come first-served basis.
- When Typhoon Signal No.8 or above is in force during classes/examinations, all classes and examinations will be dismissed immediately. Replacement classes and remedial examinations will be arranged. When Black Rainstorm Warning is in force during classes/examinations, all classes and examinations will be held as scheduled.
- The HKMA reserves the right to make alterations regarding the details. For course details, please contact Customer Services Department on 2774-8501 or Ms Diana Li on 2774-8552. Website: www.hkma.org.hk
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.

Personal Data Collection Statement

1. The personal data of applicants are collected and kept for purposes of processing of applications of course enrolment, course admission, student and member administration, course research and statistical matters.
2. The personal data provided in this form will be used by the Association for direct marketing, including special offers, training and education programmes, awards and competitions, membership, alumni, promotional activities and other services and activities that it may arrange.
3. Applicants wishing for access to and/or correction of personal data may send their written requests to the Association.

If you do not wish to receive information as stated in point 2 of this statement, please indicate your objection by ticking the box. You may at any time send your written requests to the Association.

Notes

1. I understand that all handout materials obtained in class are strictly for my own educational purposes.
2. I have understood all the "Notes for Application" listed in Application Form.

Applicant's Signature: _____ Date: _____