

**NEGOTIATION SKILLS
TRAINING PROGRAM**
2019

CLAYTON UTZ



Negotiation Skills Training Program

Your ability to negotiate effectively and achieve defined objectives is critical to your business success. We've all seen unresolved conflicts derail even the most important projects, resulting in costly delays.

This cutting-edge training program is run by Michael Klug AM, one of Australia's best-known specialists in negotiation, conflict management and dispute resolution. Michael is committed to helping you and your organisation achieve your business goals through developing your corporate negotiation competency.

The program will provide you with a powerful, highly effective and ethical style of negotiation, along with the practical skills and tools to:

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

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

Making it real

Michael is widely known for his engaging and stimulating workshops. He goes beyond theory by injecting his workshops with real-life "war stories" and interactive simulations. This means you'll gain highly practical skills which you can immediately apply back at work.

Negotiator's toolkit – the nuts and bolts

Each workshop 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.

Customised Training

If your organisation has a group of staff who would benefit from training, or a specific issue that needs to be addressed, Michael can customise a workshop to your needs, partnering with you to develop a tailored solution.

With customised training you'll get:

- ▶ Targeted materials to meet your organisation's specific learning and business needs.
- ▶ Privacy. You can workshop and solve real problems in a confidential environment.
- ▶ Lower cost per delegate. You can save as much as 50% compared to our open workshop fees.
- ▶ A corporate capability. Develop uniformly high performance negotiation skills across your organisation.

Not only do Michael's workshops play an integral part of his clients' learning and development programs, he's successfully prepared some of Australia's largest organisations for significant negotiations. Examples include dispute resolution, contract negotiations, procurement negotiations, EBA negotiations, community negotiations, internal disputes and international negotiations.

Topics which can be tailored to your organisation's needs include:

- ▶ Intensive Negotiation Skills
- ▶ "Going Live" Targeted Practical Session
- ▶ Negotiation – Breakthrough Techniques
- ▶ Boardroom Negotiation Skills
- ▶ Value Creating in Negotiation
- ▶ Negotiation Mapping – How to Plan and Prepare for Your Negotiations
- ▶ Negotiation – Interest-Based Bargaining (IBB)
- ▶ Developing a Corporate Competency in Negotiation
- ▶ Negotiation – The End Game
- ▶ The Golden Rules of Negotiation.

Support when you need it the most

As a participant of Michael's program you'll have comfort in knowing that you can depend on us for ongoing support. Whether it be two weeks or two years after the workshop, you can call us at any time for a short, no-cost consultation.

Learn from a specialist negotiator



Michael Klug AM
Negotiation Specialist

Considered one of Australia's pioneering – and best – Alternative Dispute Resolution (ADR) lawyers, Michael has advised large corporate and government clients and been involved in very significant public disputes and matters.

Michael has practised law for over 40 years and been partner of Clayton Utz and its predecessors for most of that time; it was this experience that led him to embrace negotiation and to become one of the original founders of LEADR (Lawyers Engaged in Alternative Dispute Resolution) and an original Director of the Australasian Disputes Centre.

Michael is committed to helping you and your organisation achieve your business goals through developing your corporate negotiation competency, and his depth of experience means he can provide insight into realistic problems and situations – invaluable experience to share with you and your organisation.

Over 40 years experience

Michael has taught ADR and negotiation skills for over 40 years. Over the last decade alone, he's delivered over 600 workshops and trained over 11,000 delegates from the private and public sectors.

Michael's clients include some of Australia's largest organisations:

- ▶ Adelaide Brighton
- ▶ AGL Energy
- ▶ Arrow Energy
- ▶ Australian Taxation Office
- ▶ Boeing Australia
- ▶ Department of Defence
- ▶ Department of Transport and Main Roads
- ▶ Fletcher Building
- ▶ GHD
- ▶ John Laing
- ▶ Laing O'Rourke
- ▶ Lloyds International
- ▶ Mack Trucks Australia
- ▶ National Australia Bank
- ▶ Macquarie Bank
- ▶ NRMA
- ▶ Optus
- ▶ Origin Energy
- ▶ PwC
- ▶ QIC
- ▶ Queensland Health
- ▶ Queensland Treasury Corporation
- ▶ Santos
- ▶ Siemens
- ▶ Stockland
- ▶ Suncorp Bank
- ▶ Toyota Motor Corporation
- ▶ Worley Parsons
- ▶ Volvo Group Australia

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

"Excellent, charismatic, entertaining, highly persuasive and engaging."

"Michael is a dynamic speaker who clearly communicates the intricacies of negotiation and provides great real-life examples and experiences."

"Thank you for not only sharing your vast experience, but also your personal insights and anecdotes."

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

"Inspirational and motivating. Best facilitator I have ever learnt from."

Recent participants



**FOR MORE INFORMATION PLEASE CONTACT US:
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OR VISIT WWW.CLAYTONUTZ.COM/CU-TRAINING**

WHAT'S ON: 2019

NEGOTIATION SKILLS

Brisbane

Intensive Negotiation Skills
11-12 February, 21-22 May, 15-16 July, 29-30 July, 31 October-1 November, 11-12 December

Boardroom Negotiation and Conflict Resolution Skills
2 May

Melbourne

Intensive Negotiation Skills
19-20 February, 15-16 April, 15-16 May, 19-20 August, 18-19 November

Boardroom Negotiation and Conflict Resolution Skills
20 November

Sydney

Intensive Negotiation Skills
5-6 March, 29-30 April, 12-13 August, 4-5 November

Boardroom Negotiation and Conflict Resolution Skills
6 November

Perth

Intensive Negotiation Skills
25-26 March

Darwin

Intensive Negotiation Skills
11-12 September

Intensive Negotiation Skills



Our trainer

Michael Klug AM
Negotiation Specialist

Dates: **Brisbane**
11-12 February 2019
21-22 May 2019
15-16 July 2019
29-30 July 2019
31 Oct-1 Nov 2019
11-12 December 2019

Melbourne
19-20 February 2019
15-16 April 2019
15-16 May 2019
19-20 August 2019
18-19 November 2019

Sydney
5-6 March 2019
29-30 April 2019
12-13 August 2019
4-5 November 2019

Perth
25-26 March 2019

Darwin
11-12 September 2019

Time: 8.30am – 4.30pm

Cost: \$2,746 per person
\$2,471 per person if
booking two weeks
before the workshop
\$2,334 per person if in a
group of three or more

Who should attend?

All levels in business and government who wish to improve their negotiating performance. It's strongly recommended for those in management roles.

This two-day workshop is our most popular, because it gives you an intricate understanding of the negotiation process through to techniques of closing a deal.

On day one we'll explore the core theory and practice of negotiation, focusing on your individual negotiation style and how negotiations work.

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 when you should trust your instincts – and when you shouldn't.

Central Locations

Venues: **Brisbane**
Clayton Utz
71 Eagle Street

Sydney
Clayton Utz
1 Bligh Street

Melbourne
Clayton Utz
333 Collins Street

Perth
Clayton Utz
250 St Georges
Terrace

Darwin
DoubleTree by Hilton
116 The Esplanade

What you'll learn

You'll emerge from this workshop with a powerful, highly effective and ethical style of negotiation, along with the practical skills and tools to:

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

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

Responsive to your needs

The workshop is highly interactive and focused therefore please email us your training objectives before the workshop.

For group bookings of five or more, Michael offers a pre-workshop discussion to scope the group's requirements. He also offers groups a no-cost confidential coaching session which can be held during the lunch breaks or immediately after the workshop on each day.

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

A recent participant



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Intensive Negotiation Skills

What we'll cover

Day one: Core Negotiation Skills

Creating value not distributing value.

- ▶ Defining and understanding negotiation
- ▶ The two primary approaches
- ▶ Negotiation simulation
- ▶ How to manage the principal tensions of negotiation
- ▶ Biases affecting judgment
- ▶ Slow thinking vs fast thinking – Kahneman's dual process theory
- ▶ Techniques for exercising sound judgment
- ▶ Ethical styles of negotiation
- ▶ Identify your individual style of negotiation (the result is confidential)
- ▶ How to adjust your negotiating style to suit the situation
- ▶ Characteristics of an effective negotiator
- ▶ Proficiency – identify your strengths and weaknesses (the result is 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

From desolation to resolution, stalemate to good mate.

- ▶ Multi-party, multi-issue negotiations – a disciplined approach
- ▶ Negotiation simulation
- ▶ The six most common mistakes made by negotiators
- ▶ Checklists before closure
- ▶ 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
- ▶ How to manage team negotiations
- ▶ Negotiating about negotiation Re-booting – a unique process which negates your counterparty'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 the 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.

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

“I feel like a new person at work (and at home). The course has had an amazing impact on me.”

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

“Michael is a dynamic speaker who clearly communicates the intricacies of negotiation and provides great real-life examples and experiences.”

“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.”

Recent participants

Intensive Negotiation Skills – Optional Day 3 Targeted Practical Session – Register your interest



Our trainer

Michael Klug AM
Negotiation Specialist

Dates are scheduled on a needs basis. To register your interest please contact us.

Time: 8.30am – 4.30pm

Venue: Brisbane
Clayton Utz
Level 28
Riparian Plaza
71 Eagle Street

Cost: \$1,374 per person
\$1,237 per person if booking two weeks before the workshop
\$1,168 per person if in a group of three or more

Who should attend?

If you've completed the Intensive Negotiation Skills course, this new, optional day of training will help you develop your skills further.

Take a deeper dive by attending this additional one-day session that explores specific aspects of negotiation through more complex interactive simulations and expert feedback. Put your learning into practice, reinforce and broaden your understanding of negotiation concepts, and discover proven negotiating techniques.

What we'll cover

Apply what you've learnt from Intensive Negotiation Skills to real-life scenarios.

Under the expert guidance of Michael Klug, practise with confidence by taking part in two high-level simulations.

You will be divided into teams and assigned roles. After reading the general instructions and confidential information about your role, you will negotiate mostly in teams.

Each simulation will be followed by a comprehensive debrief, so you can reflect on your strengths and weaknesses and identify what you might do differently in future negotiations.

What you'll learn

You will:

- ▶ Learn how to apply negotiation theory to real-life situations
- ▶ Develop a sophisticated understanding of negotiation concepts and good practice
- ▶ Practice using your toolkit to plan, prepare and manage your negotiations from start to finish
- ▶ Improve your ability to flex your negotiation style to suit different situations
- ▶ Learn how to confront common negotiation problems
- ▶ Emerge with increased confidence and ability to optimise outcomes in your negotiations.

“Role plays and anecdotes are extremely informative and excellent for demonstrating practicality of theory.”

“The practical exercises reinforced the lessons learnt and I gained a better understanding of my own personality traits in relation to negotiation.”

“This course goes beyond basic skills development and provides practical, high-level skills that translate to solutions.”

“The practical examples will help me prepare for negotiations enabling me to extract the most value possible.”

“Some very interesting stories and practical exercises that can be applied in the workspace. I got what I was looking for in terms of some innovative techniques and tips.”

“I have been to a few negotiation courses in previous years, but this is by far the best – direct relevance, practical, commercially focused, rich examples.”

“The practical negotiation allowed me to assess mistakes taken in reaching an agreement.”

Recent participants



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Boardroom Negotiation and Conflict Resolution Skills

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

Dates: Brisbane
2 May 2019

Sydney
6 November 2019

Melbourne
20 November 2019

Time: 8.30am – 4.30pm

Venue: Brisbane
Clayton Utz
Level 28
71 Eagle Street

Sydney
Clayton Utz
Level 15
1 Bligh Street

Melbourne
Clayton Utz
Level 18
333 Collins Street

Cost: \$1,374 per person
\$1,237 per person if
booking two weeks
before the workshop
\$1,168 per person if in a
group of three or more

Who should attend?

- ▶ Non-executive directors
- ▶ Executives who report to boards
- ▶ Shareholder representatives
- ▶ Those seeking non-executive director roles.

Negotiation skills are a key platform for the efficient and proper management of board agendas, interactions with the CEO, executive leadership team and shareholders and conflict resolution.

If boardroom negotiations aren't properly managed, they can escalate into matters that can have unnecessary consequences for the company and its stakeholders.

This one-day workshop will provide you with a sophisticated understanding of the negotiation skills and processes that are essential in the boardroom.

What we'll cover

- ▶ Defining and understanding negotiation
- ▶ Characteristics of an effective negotiator
- ▶ Ideal negotiation skills for board members – what constitutes a good mix
- ▶ Ethical styles of negotiation
- ▶ Identify your individual style of negotiation (the result is confidential)
- ▶ How to adjust your negotiating style to suit the situation
- ▶ Negotiation planning and execution
- ▶ Conflict management within boards and with external stakeholders
- ▶ Managing a working negotiation framework with your CEO and executive leadership team
- ▶ Use of third parties
- ▶ Negotiation simulation
- ▶ Negotiation toolkit.

What you'll learn

You will leave the workshop with a practical toolkit providing for a structured approach to prepare, plan and manage board negotiation challenges.

“Course content was very practical and drew on a number of very interesting examples of live situations.”

“Michael has a strong understanding of the topics and was able to articulate a number of practical experiences that will help me in the future.”

Recent participants

Negotiation – Breakthrough Techniques

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

Dates are scheduled on a needs basis. To register your interest please contact us.

Time: 8.30am – 4.30pm

Venue: Brisbane
Clayton Utz
Level 28
Riparian Plaza
71 Eagle Street

Cost: \$2,746 per person
\$2,471 per person if
booking two weeks
before the workshop
\$2,334 per person if in a
group of three or more

Who should attend?

- ▶ Those involved in troubling and complex negotiations
- ▶ Anyone involved in dealing with challenging people.

“Dovetailing your differences to create value.” Lax and Sebenius.

This two-day workshop focuses on developing high-level skills to break through difficult and sensitive negotiations.

While this workshop is stand-alone, it combines well with the other negotiation skills programs we offer.

What we'll cover

- ▶ The negotiation dilemma – why is it so hard?
 - » Creating and claiming value
 - » Empathy vs assertiveness
 - » Principal and agent tensions
 - » Obstacles to negotiation
- ▶ Asymmetry of information
 - » Why we don't tell the other side everything
 - » How to overcome this problem
- ▶ Synchronicity of behaviour
 - » How to start singing from the same hymn sheet
- ▶ Is it the process?
 - » If you get the process right the result mostly looks after itself
- ▶ Finding joint gains
 - » The real challenges and how to go about it in a value creating way
- ▶ Power in negotiations
 - » Who has it? Where does it lie?
 - » How to manage it to achieve a negotiated outcome
- ▶ Creativity
 - » Understanding the creative process
 - » Why we close off creativity
 - » How to engage in productive creative thinking to achieve your negotiation outcome
- ▶ Managing conflict
- ▶ The top 30 breakthrough techniques
- ▶ The building blocks for durable

relationships.

What you'll learn

You'll emerge with:

- ▶ A structured breakthrough strategy for when negotiations reach an impasse
- ▶ Mechanisms to deal with difficult and even deceptive people
- ▶ Advanced level skills to effectively break through difficult negotiations and achieve optimal outcomes
- ▶ Increased confidence and reduced stress.

“Fantastic – loved the war stories! Very relevant, on point and highly entertaining.”

“Brilliant. Highly insightful and extremely engaging.”

“Michael relates his experience to the topics very well and makes the learnings memorable and enjoyable.”

“Excellent anecdotal accounts of negotiation situations and key lessons.”

Recent participants



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Value Creating in Negotiation – How to do it (The Ultimate Goal)

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

This workshop can be customised to meet your organisation's needs.

Length: One day

Time: 8.30am – 4.45pm

Who should attend?

All levels in business and government who wish to improve their ability to create value at the negotiating table. What do we mean by creating value, not distributing value, and why should you do it?

Value creation is often depicted as expanding the pie, as opposed to dividing it, or thinking outside the square.

By creating rather than distributing value, the negotiation can be pushed towards a solution where a mutual gains approach is the primary objective.

This stand-alone workshop focuses on maximising your outcomes in negotiation and significantly enhancing your negotiation potential.

It will explore the importance of creating value in your negotiations and walk you step-by-step through the value-creating process.

What we'll cover

- ▶ Is adding value always possible?
- ▶ Distributive vs integrative negotiating
 - » the essential tension of the negotiation process
- ▶ The behaviours of successful value creating negotiators
- ▶ A mutual gains approach
 - » What does this mean?
 - » Techniques for achieving it
- ▶ Negotiation credits
 - » Generating credits
 - » Credit activities
 - » How to track the health of the negotiation in a measurable and positive way
 - » Identifying negotiation debits and techniques for avoiding them

- ▶ Value balance sheet – a tool for tracking negotiation credits and debits
 - » The crucial questions
 - » Reasons for deficit
- ▶ Checklist for creating value
 - » Questions that negotiators should consider
 - » Self-evaluation
- ▶ The elements of relationship management
 - » Value creation in relationship management
- ▶ Fractionating the interests of the parties – a negotiator's value creating toolkit
- ▶ Does distributive negotiating have a place?
- ▶ The way ahead to productive negotiation.

What you'll learn

The objective is to increase your workplace competency in negotiation by changing your orientation to a value-creating model.

“Very enjoyable and useful material. Kept my interest all day.”

“I appreciate how each person's contributions were valued.”

“Negotiation is central to my role and the skills I've learnt from this workshop are invaluable.”

Recent participants

Negotiation Mapping – How to Plan and Prepare for Your Negotiations

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

This workshop can be customised to meet your organisation's needs.

Length: One day

Time: 8.30am – 4.45pm

Who should attend?

Anyone who requires strong competency in negotiation. It's highly suited for those involved in team negotiations, for example:

- ▶ Procurement
- ▶ Enterprise bargaining
- ▶ Corporate/commercial negotiations
- ▶ Policy development processes
- ▶ Conflict resolution
- ▶ Multi-party multi-issue negotiations
- ▶ One-on-one negotiations.

The key to successful negotiations is detailed planning and process management.

This workshop will introduce you to a comprehensive negotiation mapping tool to prepare, plan and manage your negotiations from start through to sign-off.

The tool, which is in the form of a web-based app, has been designed by Michael Klug.

What we'll cover

- ▶ The seven elements of negotiation
- ▶ Identifying stakeholders and interests
- ▶ Stakeholder prioritisation
- ▶ Stakeholder influencing
- ▶ Negotiation processes with stakeholders
- ▶ Negotiation worksheet
- ▶ Mutual gains approach to negotiation
- ▶ Value creation process
 - » Creating negotiation credits
 - » Value balance sheet analysis
 - » Checklist for creating value
 - » Negotiation health check
- ▶ Managing stakeholder objections
- ▶ What to do when things go wrong.

What you'll learn

The workshop will provide you with the skills and tools to:

- ▶ Efficiently plan and manage your day-to-day negotiations with high degree precision
- ▶ Make wise choices and decisions in negotiations
- ▶ Optimise outcomes in your negotiations
- ▶ Obtain a competitive advantage when negotiating.

What to bring

- ▶ A laptop or tablet that can connect to Wi-Fi.



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Negotiation – Interest-Based Bargaining (IBB)

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

This workshop can be customised to meet your organisation's needs.

Length: One day

Time: 8.30am – 4.45pm

Who should attend?

This workshop has been designed for those in business and government who would like to develop or refresh their IBB skills.

Interest-Based Bargaining (IBB) techniques are becoming more and more popular, especially in government.

This one-day workshop will explain IBB concepts and provide you with the skills and strategies to make it work effectively.

What we'll cover

- ▶ What is IBB?
- ▶ Why don't we do it naturally?
- ▶ How are positional and distributive bargaining different?
- ▶ How do I create value, not just distribute value?
- ▶ When is it appropriate to just distribute value?
- ▶ How much information do I share?
- ▶ The complication of multi-party, multi-issue negotiations in IBB
- ▶ The role of time and how to manage it
- ▶ How to preserve and enhance relationships even when you are in disagreement
- ▶ The role of emotions and how to deal with them in IBB
- ▶ The role of the independent third party
- ▶ How to turn adversaries into allies
- ▶ Why most negotiators need to win
- ▶ When the deal is done, what needs to be done?
- ▶ How to achieve a culture shift to IBB.

What you'll learn

- ▶ Learn how to apply IBB skills
- ▶ Learn how to create strategic partnerships and achieve mutually beneficial agreements.

"The presenter was interactive and approachable. I enjoyed the negotiation exercises."

A recent participant

Developing a Corporate Competency in Negotiation

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

This workshop can be customised to meet your organisation's needs.

Length: One day

Time: 8.30am – 4.45pm

Who should attend?

Those who wish to understand and improve their organisations' corporate competency, including:

- ▶ Directors
- ▶ Senior executives
- ▶ Middle management.

Does your organisation have uniformly high negotiation skills?

A strong business is based on the strong relationships its staff forges with clients, suppliers – and each other. Negotiation is crucial to these relationships, but how can you ensure your workforce has first-class, consistent negotiation skills?

In this workshop you'll learn about the connection between your own individual negotiation skills and your corporate competency. You'll also discover how you can act as a catalyst to unify and consolidate your workforce's abilities.

What we'll cover

- ▶ Why we need to develop a corporate negotiation capability
- ▶ Reviewing and refining your individual skills
- ▶ Conflict – why it arises, how to prevent it, and how to resolve it
- ▶ Developing long-lasting and durable relationships with your staff, clients, suppliers and other stakeholders
- ▶ The negotiation behaviour of your workforce – is it effective, consistent, highly ethical and transparent?
- ▶ Techniques for transforming negotiation into a corporate capability.

What you'll learn

You'll learn how to:

- ▶ Assess your level of corporate negotiation competency
- ▶ Improve your individual negotiation skills to a high standard
- ▶ Develop a thorough understanding of the necessary skills set you and your workforce require
- ▶ Become an advocate and mentor for the development of effective negotiation techniques in your organisation
- ▶ Mentor your staff and keep them in your workforce for an extended period of time
- ▶ Manage conflicts in a low-cost way
- ▶ Understand best practice in negotiation.



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Negotiation – The End Game

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

This workshop can be customised to meet your organisation's needs.

Length: Two days

Time: 8.30am – 4.30pm

Who should attend?

This program caters for experienced negotiators who have attended Intensive Negotiation Skills and Negotiation – Breakthrough Techniques.

“Bring them to their senses, not to their knees – the power of negotiation!” William Ury.

This course is essential to consolidate the lessons learned in the Intensive Negotiation Skills and Negotiation – Breakthrough Techniques workshops. It draws together the theory and practice of negotiation with a more advanced level of exercises.

What we'll cover

Day one

- ▶ Brief overview of the key learnings from Negotiation – Breakthrough Techniques
- ▶ Negotiation breakdown – causes and cures
- ▶ Ten guidelines for effective negotiating
- ▶ Avoiding being coerced
- ▶ The power of silence
- ▶ Trade-offs – why they are essential
- ▶ Helping the other side to agree
- ▶ The necessity for deadlines
- ▶ The role of time
- ▶ What if I can't cut a deal?
- ▶ Recognising needs
- ▶ The art of deciphering everyday conversation
- ▶ Is strategy necessary?

Day two

- ▶ Five key steps to reduce conflict
- ▶ Tension reduction
- ▶ Making options more desirable
- ▶ Multi-party multi-issues – how to emerge from the fog
- ▶ Changing competition to collaboration
- ▶ What to do when the other side is being difficult
- ▶ How to manage risk and select the right options
- ▶ Third party intervention (a crucial technique) – when, how and who?
- ▶ A wrap-up for the rest of your life.

What you'll learn

You'll develop a deeper understanding of the negotiation process and will acquire the skills to negotiate in a highly sophisticated, low-cost and effective way.

“Excellent ability to impart knowledge and experience in negotiation and mediation.”

A recent participant

The Golden Rules of Negotiation

Negotiation Skills Training



Our trainer

Michael Klug AM
Negotiation Specialist

This workshop can be customised to meet your organisation's needs.

Length: One hour presentation (can be extended if required)

From his decades of experience, Michael Klug has observed and extracted the key rules of negotiation. This interesting and entertaining presentation will reveal the most important rules and why no one can afford to ignore them.

What we'll cover

- ▶ Preparing for negotiation
- ▶ Making effective concessions
- ▶ Using deadlines to your advantage
- ▶ Escalation
- ▶ Understanding the other side
- ▶ Trust
- ▶ Starting points
- ▶ Managing the tensions in negotiation
- ▶ The six most common mistakes of negotiators
- ▶ Negotiation atmosphere
- ▶ Strengths in negotiation
- ▶ Characteristics of an effective negotiator.

“Michael's passion for this topic makes this presentation a 'must see', informative and real.”

“Best presentation ever. Captivating.”

“I intend on applying the Golden Rules immediately.”

Recent participants



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REGISTRATION FORM

Registration options

Register online at www.claytonutz.com/cu-training or complete this registration form or email to client.training@claytonutz.com

Workshop details

Workshop topic: _____

City: _____

Date/s: _____

Participant details

Mr/Mrs/Miss/Ms/Dr: _____

Position: _____

Organisation: _____

Telephone number: _____ : _____

Postal address: _____

Email: _____

How did you find out about us? _____

Training investment – Payment must be provided before the workshop

Two day workshops

- \$2,746 (includes \$249.64 GST) per person
 \$2,471 (includes \$224.64 GST) per person if booking two weeks before the workshop
 \$2,334 (includes \$212.18 GST) per person if in a group of three or more

One day workshops

- \$1,374 (includes \$124.91 GST) per person
 \$1,237 (includes \$112.45 GST) per person if booking two weeks before the workshop
 \$1,168 (includes \$106.18 GST) per person if in a group of three or more

Payment options

Cheque (payable to Clayton Utz)

Credit card: Visa Mastercard (Amex is not accepted)

Cardholder's name: _____

Card No: _____

Expiry date: _____ / _____ Signature: _____

ABN: 35 740 217 343

Tax invoice: This document will be a tax invoice when you make payment and will be the only tax invoice which is provided by Clayton Utz for these workshop costs. Please retain the original for your GST records. Receipts are not provided.

Cancellations, substitutions and no shows: Notification of cancellations and substitutions must be made in writing to client.training@claytonutz.com. Substitutions can be made at any time without penalty. The following charges apply to cancellations and no shows:

Cancellation date range	Cancellation charges
15 or more days	There are no penalties – you can choose between a full refund or a credit position at a future workshop.
8-14 days	The full cost of the workshop will be charged and you'll be offered a credit position at a future workshop. Credit positions must be used within 12 months of the original workshop date.
7 days or less, including no shows	The full cost of the workshop will be charged. Credit positions do not apply.

Disclaimers: Clayton Utz Training Program workshops are intended to provide commentary and general information. They should not be relied upon as legal advice. Formal legal advice should be sought in particular transactions or on matters of interest arising from the workshops. Clayton Utz reserves the right to postpone, cancel or alter the workshops as required. If workshop cancellation is necessary we'll attempt to contact registrants at least one week before the workshop date to arrange a refund or credit position. Clayton Utz accepts no responsibility for any travel, accommodation or other consequential losses which may be incurred.

Privacy policy: Clayton Utz is committed to ensuring your privacy. All information collected is dealt with in accordance with Clayton Utz's Privacy Policy.

We will use your personal information for the following purposes: providing services to you; responding to your inquiry; marketing our services, administering and operating our online subscriptions and providing you with information about legal developments and other services that you have requested; maintaining, managing and developing our relationship with you; contracting out some of our functions to external service providers and suppliers (such as IT, mailing houses and printing companies, advertising and marketing); the organisation of events; and complying with our legal and regulatory obligations. We or our third party contractors may also use your personal information for statistical, design and operational purposes. If your personal information is used in this manner then any information that we produce will not personally identify you. We sometimes engage other companies to provide services on our behalf which may result in them having access to your personal information. They will only have access to the information for the purpose of providing the services and must not use your personal information for their own purposes. We may disclose personal information to external service providers located overseas (including England) so that they can provide us with services in connection with the operation of our business, such as marketing services and data storage. If you do not wish for us to send you information about legal developments and other services, please let us know by contacting our Privacy Officer at the details below. You can also unsubscribe from our email notifications by clicking on the 'Unsubscribe' button at the bottom of our email notifications and following the prompts or by emailing us by clicking the 'Contact Us' button on our website.

If you do not provide all the information we require, we may not be able to do any of the things set out above. We have a Privacy Policy which contains information about how you may access the personal information about you that we hold and seek the correction of such information. Our Privacy Policy also contains information about how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint.

You may contact our Privacy Officer by either:

Email privacy@claytonutz.com;
Post Attention "Privacy Officer" Level 15,
1 Bligh Street, Sydney 2000 NSW; or
Telephone (02) 9353 4000 (within Australia)
+ 612 9353 4000 (outside Australia).

Sydney
Level 15
1 Bligh Street
Sydney NSW 2000
+61 2 9353 4000

Melbourne
Level 18
333 Collins Street
Melbourne VIC 3000
+61 3 9286 6000

Brisbane
Level 28
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71 Eagle Street
Brisbane QLD 4000
+61 7 3292 7000

Perth
Level 27
QV.1 Building
250 St Georges Terrace
Perth WA 6000
+61 8 9426 8000

Canberra
Level 10
NewActon Nishi
2 Phillip Law Street
Canberra ACT 2601
+61 2 6279 4000

Darwin
17–19 Lindsay Street
Darwin NT 0800
+61 8 8943 2555

www.claytonutz.com

Persons listed may not be admitted in all states and territories. This document is intended to provide general information. The contents do not constitute legal advice and should not be relied upon as such.
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