

Program on Negotiation at Harvard Law School

Program on Negotiation for Senior Executives

March 15-16, 2010 | April 19-20, 2010
May 17-18, 2010 | June 21-22, 2010

Dealing With Difficult People and Difficult Situations

April 20-21, 2010 | June 22-23, 2010

Attend Both Courses & Save!

April 19-21, 2010 | June 21-23, 2010

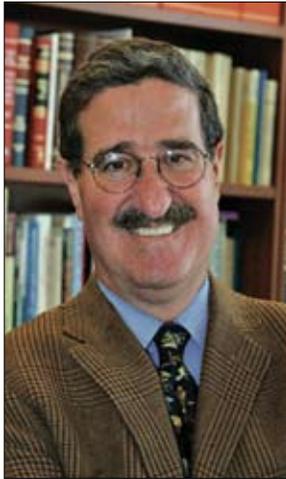
The Charles Hotel
Cambridge, Massachusetts

*A university consortium dedicated
to developing the theory & practice
of negotiation and dispute resolution.*



HARVARD | MIT | TUFTS

Register Today! www.executive.pon.harvard.edu



Robert H. Mnookin
Samuel Williston Professor
of Law, Harvard Law School;
Chair, Program on Negotiation
at Harvard Law School;
co-author of *Beyond Winning*

Dear Senior Executive,

Vince Lombardi said, "Winning isn't everything — it's the only thing." But if you've tried to follow Coach Lombardi's famous dictum, you may have discovered that football is not the same as real life.

Football is about winners and losers. In the game of life, though, sometimes everyone comes out a winner. And not by accident.

What some call a "win-win" usually is the product of purposeful negotiation. Not the take-no-prisoners, Lombardi style, but what we at Harvard call the "problem-solving approach."

Since 1983, the Program on Negotiation at Harvard Law School has probed the secrets of this "problem-solving approach." I say "secrets" because these techniques simply are not obvious to the average person — not even to many seasoned negotiators. In fact, they are not "secrets" so much as common sense, scientifically applied.

Negotiation is not a talent you are born with. It is a skill you can learn.

Come to Cambridge for three days and learn a new way of resolving seemingly "intractable" disputes ... and discover how to get what you want, without "giving in."

The faculty is a Who's Who of negotiation from Harvard and our consortium partners, MIT, and Tufts.

Please accept this personal invitation to attend. I hope to see you there.

Sincerely,

A handwritten signature in black ink that reads "Robert Mnookin". The signature is written in a cursive, slightly slanted style.

Robert Mnookin
Chair, Program on Negotiation at Harvard Law School

P.S. Most of the 20,000+ people who have attended these seminars over the years did so in hopes of advancing their careers. So we're pleased when they report back how these techniques have accomplished that, and deepened and enriched their personal lives as well.

"I received a lot of information I can put into use immediately. I am more confident and knowledgeable in my negotiations today than I was 5 days ago."

Allan Atkins, VP of Sales
Independent's Service Company

The Program on Negotiation

About the Program on Negotiation at Harvard Law School

The Program on Negotiation (PON) was founded in 1983 as a special research project at Harvard Law School, and includes faculty, students, and staff from Harvard University, Massachusetts Institute of Technology and Tufts University. This dynamic, interdisciplinary research center offers a unique perspective in the world of negotiation.

The Program on Negotiation:

- Develops the theory and practice of negotiation
- Connects negotiation principles with real-world conflicts
- Teaches how to become a more skilled negotiator

PON's negotiation training courses have been attended by business executives and government leaders, corporate trainers, consultants and attorneys from all over the world.



Course Location & Hotel Accommodations



The Charles Hotel
Harvard Square
One Bennett Street
Cambridge, MA 02138

To reserve your room, call
1.800.882.1818 or 1.617.864.1200

Room rate: \$269 - \$289
(plus tax, currently 12.45%)

Be sure to tell the hotel you are with the Program on Negotiation. You may also reserve your room online at www.charleshotel.com and enter the corresponding attendee code listed below for the dates you wish to stay:

For March program:

Reserve by: **February 22**
Reservation Code: **MARCHPON**

For April program:

Reserve by: **March 26**
Reservation Code: **APRILPON**

For May program:

Reserve by: **April 26**
Reservation Code: **MAYPON**

For June program:

Reserve by: **May 23**
Reservation Code: **JUNEPON**

Hotel room rates are valid until the cut-off date, but are subject to availability.

Make your reservations early!

www.charleshotel.com

Program on Negotiation for Senior Executives

The Harvard Program on Negotiation specializes in teaching you to create "win-win" solutions in a cooperative, strong, but fair way.

The Program on Negotiation for Senior Executives course provides the foundation for negotiation — in any situation. The value of this "negotiation boot camp" is like no other — even if you are an experienced negotiator.

This highly interactive hands-on learning experience will teach you critical negotiation concepts such as:

- Implementing "win-win" techniques for better outcomes — how all parties can benefit
- Understanding different perspectives — getting what you want from subordinates, colleagues, clients and partners
- Mastering the art of persuasion — not coercion
- Getting better deals from suppliers, producers and consultants
- How to achieve healthy working relationships and transform poor ones
- Influencing partnerships, joint ventures and mergers
- Structuring creative options to break through standoffs, stalemates and deadlocks
- Keeping the game on your home court
- And many more...

We strongly recommend you take the Program on Negotiation for Senior Executives first. It lays the groundwork of negotiation principles and terminology that you'll use immediately at work, at home and at future PON programs.

Dealing With Difficult People & Difficult Situations

Learn effective ways to achieve negotiation success — even in seemingly deadlocked situations. Not only will you gain skills in dealing with other people, but you'll also identify how you can improve your own tactics for positive outcomes.

The course presents breakthrough strategies for dealing with the most manipulative, hard bargaining tactics by:

- Identifying problem behavior: Understanding conflict tendencies
- Recognizing and responding to manipulative, hard bargaining tactics
- Diagnosing and managing the underlying problem

Combine this course with Program on Negotiation for Senior Executives and save valuable time and money!

In difficult times, your skill as a negotiator can be the difference between success and failure...

Attend Both Courses & Save!

Program Faculty



Max H. Bazerman
Jesse Isidor Straus Professor of Business Administration, Harvard Business School; co-author of *Negotiation Genius* and *Predictable Surprises*



Jeswald W. Salacuse
Henry J. Baker Professor of Law; former Dean, Fletcher School of Law and Diplomacy, Tufts University



Robert C. Bordone
Thaddeus R. Beal Clinical Professor of Law, Harvard Law School; Director, the Harvard Negotiation and Mediation Clinical Program



Guhan Subramanian
Joseph Flom Professor of Law and Business, Harvard Law School; Douglas Weaver Professor of Business Law, Harvard Business School



Deepak Malhotra
Associate Professor of Business Administration, Harvard Business School; co-author of *Negotiation Genius*



Lawrence E. Susskind
Ford Professor of Urban and Environmental Planning, The Massachusetts Institute of Technology; co-author of *Breaking Robert's Rules* and *Breaking the Impasse*



Robert H. Mnookin
Samuel Williston Professor of Law, Harvard Law School; Chair, Program on Negotiation at Harvard Law School; co-author of *Beyond Winning*



William L. Ury
Co-author of *Getting to YES*; author of *Getting Past No: Negotiating with Difficult People*, and *The Power of a Positive No*



Bruce M. Patton
Co-founder of Harvard Negotiation Project; co-author of *Getting to YES* and *Difficult Conversations*



Michael Wheeler
Class of 1952 Professor of Management Practice, Harvard Business School; Editor, *Negotiation Journal*; co-author of *What's Fair: Ethics for Negotiators*

Program on Negotiation for Senior Executives

Full Day

8:00 – 9:00 a.m.

Continental Breakfast

9:00 – 9:15 a.m.

Program Welcome
and Agenda Overview

9:15 a.m. – 12:30 p.m.

Setting the Stage for Productive
Negotiations: Diagnosing
the Negotiation Problem

12:30 – 1:30 p.m.

Luncheon

1:30 – 5:30 p.m.

Negotiating Better Outcomes:
Building Successful Relationships

5:30 – 6:30 p.m.

Reception

½ Day Morning

7:45 – 8:30 a.m.

Continental Breakfast

8:30 a.m. – 12:20 p.m.

Dealing with Obstacles
& Complicating Factors

12:20 – 12:30 p.m.

Summary and Conclusion

12:30 – 1:30 p.m.

Luncheon

Dealing With Difficult People and Difficult Situations

½ Day Afternoon

12:30 - 1:30 p.m.

Registration & Luncheon

1:30 - 5:00 p.m.

Dealing With Difficult People
and Difficult Situations

5:00 - 6:00 p.m.

Reception

Full Day

8:00 - 8:30 a.m.

Continental Breakfast

8:30 a.m. – 12:30 p.m.

Diagnosing and Responding to
Manipulative, Hard Bargaining
Tactics

12:30 – 1:30 p.m.

Luncheon

1:30 - 4:30 p.m.

Putting It All Together: Applying
the Theory to Real-World
Difficult Negotiations

4:30 p.m.

Adjournment

Combine Both...
Learn More and Save!

Register Today! www.executive.pon.harvard.edu

Program Registration

**Register Today
for the
3-Day
Seminar
& SAVE!**

Who Should Attend

This program is appropriate for executives who face the pressures of resolving conflicts:

- Chief Executive Officers
- Presidents
- Board Chairs and Board Members
- Executive Vice Presidents
- Directors of Operations
- Directors of Administration
- Directors of Human Resources
- Directors of Marketing
- Directors of Manufacturing
- Directors of Finance
- Corporate Counsel

Calendar

*Attend
Both Courses
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April 19-21
June 21-23

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March 15-16 | April 19-20 | May 17-18 | June 21-22

Dealing with Difficult People & Difficult Situations

April 20-21 | June 22-23

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I Plan to Attend:

Yes, I plan to attend both courses for a discount! \$2,997

- The Program on Negotiation for Senior Executives
- Dealing with Difficult People & Difficult Situations

April 19 - 21 June 21 - 23

The Program on Negotiation for Senior Executives \$1,997

March 15 - 16 April 19 - 20 May 17 - 18 June 21 - 22

Dealing With Difficult People and Difficult Situations \$1,997

April 20 - 21 June 22 - 23

All packages include course materials, meals & networking receptions.



Attendee Registration:

 Please complete all information.

Mr/Ms/Dr _____ First Name on badge _____ on certificate _____
Last Name _____ Title _____ Organization _____
Address _____ City _____
State/Province _____ Country _____ Zip/Postal Code _____
Phone _____ Fax _____ E-mail _____

Team Registration:

 Others registering with me:

Mr/Ms/Dr _____ Title _____ E-mail _____
Mr/Ms/Dr _____ Title _____ E-mail _____
Mr/Ms/Dr _____ Title _____ E-mail _____

Attach title, name, address, phone number, and e-mail for each additional attendee.

A Note About Team Attendance: Others who have taken part in the Program on Negotiation for Senior Executives have found team attendance to be beneficial. Team members do not interact with each other during negotiation exercises but are assigned other negotiating partners at random. The benefit is exposure to a wide range of negotiating styles and approaches, and a common baseline for approaching negotiation back at work.

Payment Options:

Check enclosed Credit Card: VISA MasterCard American Express

Card Number _____ Expiration _____

Name on Card _____ Signature _____

Please make checks payable in U.S. dollars to Harvard University. Full payment is required prior to the program.

Mail or Fax completed form to Customer Service:

The Langfords Group | 19 West Prospect Street, Suite 2 | Waldwick, NJ 07463 | Fax 201.445.7002

Questions? Call 201.445.4811 | service@thelangfordsgroup.com | www.executive.pon.harvard.edu

Attendance at all programs will be reserved on a first-come, first-served basis.

Cancellations and Substitutions

Written cancellations received at least 21 calendar days prior to the start date of the event will receive a refund – less a \$200 administration fee. No cancellations will be accepted – nor refunds issued – within 21 calendar days from the start of the event. A credit for the amount paid may be transferred to any future PON event within 12 calendar months of registration. Substitutions may be made at any time. No-shows will be charged the full amount and all fees will be forfeited. In the unlikely event that PON cancels the event, PON is not responsible for any airfare, hotel or other costs or losses incurred by registrants. Topics and faculty may change without notice.

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Program on Negotiation
Harvard Law School
Pound Hall 513
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Cambridge, Massachusetts 02138

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Improve Your Negotiation Skills in Your Daily Life

The Program on Negotiation for Senior Executives

The Program on Negotiation for Senior Executives offers you and your management team intensive instruction in negotiation theory and practice. This course is highly interactive and allows you to negotiate in specially designed simulations with other top executives in attendance to test these new techniques. As a senior manager, you can derive enormous personal and organizational benefit from taking part in this carefully planned event.



Dealing with Difficult People and Difficult Situations

In this program, you will learn how to negotiate with someone who refuses to cooperate and bargain in good faith, or who stonewalls and won't bargain at all. You will learn what to do when the other side resorts to threats, dirty tricks or personal attacks, as well as how to break through negotiating logjams created by a hard bargainer's bad behavior without ruining your chances for success.

Based on a set of breakthrough strategies you can use to turn aside attacks, escape from seemingly impossible situations and move from face-to-face confrontation to more productive negotiating results.

Attend Both Courses & Save!

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