

► 04 – 06 SEP 2017 ◀

FUNDAMENTALS OF NEGOTIATION AND CONFLICT RESOLUTION

EXECUTIVE EDUCATION

► INTRODUCTION ◀



Negotiation, influencing, and conflict management are critical skills in all dimensions of life and society. In particular, public administrators and leaders are constantly required to influence multiple stakeholders in order to get things done and to manage change and conflict. This programme allows participants to increase effectiveness managing people and projects, and driving policy agendas.

The programme explores systematic ways to negotiate, influence, and manage conflict. It aims to help increase awareness of the negotiation process as well as of our own assumptions and behaviours, and to improve negotiation skills and results by developing systematic approaches to prepare and conduct negotiations. This is an experiential programme, where participants engage in interactive lectures, exercises, role plays, and discussions.

► KEY INFORMATION ◀

Date & Duration

04 – 06 September 2017 (3 DAYS)

Venue

Lee Kuan Yew School of Public Policy
National University of Singapore

(469C Bukit Timah Road Singapore 259772)

Programme Fees*

- › S\$2,990 + 7% GST#
- › S\$2,691 + 7% GST# (For groups of 3 or more participants)
- › S\$2,392 + 7% GST# (For LKY School Degree Programme/
Executive Education Programme Alumni)

Applications

Please submit completed Application Form & CV

(Refer to enclosed form for more details)

Deadline for Applications

07 August 2017

Contact

Executive Education Department
Lee Kuan Yew School of Public Policy

Tel: (65) 6516 8697 / (65) 6601 1183

Fax: (65) 6872 9291

Email: lkysppep@nus.edu.sg

* Fee is based on per-person basis and includes food, refreshments, site visits, and learning support materials. Overseas participants should arrange their own visa, travel costs from Singapore, accommodation, transport, and cover their living expenses while in Singapore. The LKY School does not provide scholarships or financial aid for this programme.

Goods and Services Tax (GST) is applicable for Singapore-based participants and overseas participants who are self-funded or sponsored by a Singapore organisation.

▶ PROGRAMME OBJECTIVES ◀

The programme objective is not to learn a series of theories, but to become better at negotiation and conflict management. Committed and engaged participants can expect to improve the ability to:

- › Recognise **negotiation everywhere**, and associated **risks and opportunities**
- › **Spot your and others' assumptions**; distinguish crippling from empowering ones
- › Understand and take into account yours and others' **negotiation preferences**
- › **Systematically diagnose, prepare, and conduct** negotiations and manage conflict, with confidence and proactivity
- › Choose **appropriate strategies** for different situations by assessing **risks & rewards**
- › Generate **more creative and valuable deals**
- › **Communicate** in effective, efficient, and persuasive ways
- › **Manage emotions** and build better working relationships with people from different backgrounds, expectations, preferences, and values
- › **Negotiate difficult situations** towards the best outcomes
- › **Reflect and learn** from your and others' experience
- › **Continue developing** negotiation and conflict management skills on your own

▶ TARGET AUDIENCE ◀

This course is for leaders and professionals in the public and social sector who are committed to becoming **more effective at getting what you really want, influencing others, and developing better working relationships**.

The course is applicable to all kinds of negotiation and conflict management challenges, including:

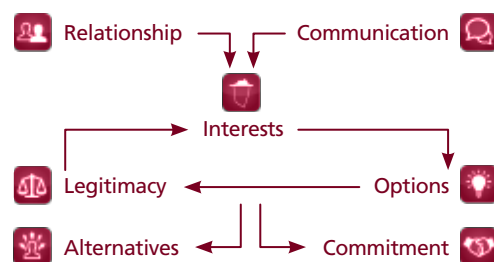
- › **Negotiating all kinds of issues:** community and corporate issues, public policy, international trade, climate change, natural resources, armed conflict, job scope and deliverables, compensation packages, etc
- › **Negotiating** simple and complex issues to achieve:
 - Better **relationships**: trust, feelings, emotions, etc
 - Better **processes**: time, agendas, participants, meetings, etc
 - Better **substantive results**: quantity, quality, value, terms & conditions, etc
- › **Negotiating with external parties**, in the public, corporate, and non-profit sectors: clients, suppliers, business partners, regulators, etc
- › **Negotiating with colleagues**: peers, boss, team, other departments, etc
- › **Negotiating and building relationships in our personal life**: with family, friends, etc

▶ PROGRAMME FOCUS ◀

During the programme, participants will be stimulated through a series of engaging exercises, role plays, and discussions to learn the Value Negotiation framework and practice applying it when preparing, conducting, and reviewing negotiations.

Topics covered in the programme include:

- › Negotiation assumptions: challenging and choosing
- › The negotiation map & canvas: bridge, value, action
- › The 3 negotiations: substance, relationship, and communication
- › Systematic preparation and review of negotiations
- › How to talk in a negotiation
- › Framing and influencing
- › Dealing with emotions
- › Negotiating in difficult situations: low trust, cross-cultural, etc



▶ APPLICATION FORM ◀

Application deadline: 07 August 2017

FUNDAMENTALS OF NEGOTIATION AND CONFLICT RESOLUTION

04 – 06 September 2017

Kindly complete the Application Form and submit together with a copy of participant's CV either by email or post.

› Participant Details

MR/MS/DR/OTHERS* (If others, please specify) _____

FIRST NAME _____ LAST NAME _____

DESIGNATION _____ DEPARTMENT _____

ORGANISATION _____

ADDRESS OF ORGANISATION _____

NATIONALITY _____ OFFICE NUMBER _____

EMAIL ADDRESS _____ MOBILE NUMBER _____

DIETARY RESTRICTION (IF ANY) _____

NO. OF YEARS OF RELATED EXPERIENCE _____

› Programme Expectation

MOTIVATION FOR JOINING THIS PROGRAMME (1–2 sentences)

DESCRIBE YOUR CURRENT ROLE IN YOUR ORGANISATION (1–2 sentences)

› Payment Details

Programme Fees*:

[] S\$2,990 + 7% GST#

[] S\$2,691 + 7% GST# (For groups of 3 or more participants)

[] S\$2,392 + 7% GST# (For LKY School Degree Programme/ Executive Education Programme Alumni)

Please indicate programme title and year of completion: _____

* Fee is based on per-person basis and includes food, refreshments, site visits, and learning support materials. Overseas participants should arrange their own visa, travel costs from Singapore, accommodation, transport, and cover their living expenses while in Singapore. The LKY School does not provide scholarships or financial aid for this programme.

Goods and Services Tax (GST) is applicable for Singapore-based participants and overseas participants who are self-funded or sponsored by a Singapore organisation.

Mode of Payment:

SPONSORED BY INDIVIDUAL OWN ORGANISATION OTHER ORGANISATION

Please state the Sub-BU Code if sponsored by Singapore government agency:

Payment Contact:

FIRST NAME _____ LAST NAME _____

DESIGNATION _____ DEPARTMENT _____

ORGANISATION _____

BILLING ADDRESS _____

EMAIL ADDRESS _____ OFFICE NUMBER _____

How did you hear about this programme (You may select more than one option):

PREVIOUS PROGRAMME PARTICIPANT LKY SCHOOL ALUMNI LKY SCHOOL WEBSITE

LKY SCHOOL SOCIAL MEDIA LKY SCHOOL EMAIL/ NEWSLETTER INTERNET SEARCH

PROGRAMME BROCHURE OTHERS: PLEASE SPECIFY: _____

Please indicate below if and how you wish to be contacted for future updates of LKY School programmes and events:

OFFICE NUMBER EMAIL NO, I DO NOT WISH TO BE CONTACTED

> Cancellation Policy and Important Notes

The LKY School reserves the right to determine the final list of participants taking diversity into account.

Once confirmed, should the participant cancel four (4) weeks before the programme, the LKY School will charge the participant or the sponsoring organisation a cancellation fee equivalent to 50% of the programme fee. LKY School reserves the right to postpone or cancel the programme by giving at least 14 days notice.

Please note that photography, audio, and video recording may occur during the programme. All photography, audio, and video recording may be used for the purpose of LKY School's marketing, publicity purposes in print, electronic, and social media. If you do not wish to have your image recorded or published, for compelling and legitimate grounds relating to your particular situation, please inform us via email before the start of the programme. LKY School shall not be responsible for photographs and/ or videos taken by unauthorised persons during the programme.

By signing this application form, you agree that LKY School and NUS may collect, use, and disclose your personal data, as provided in this application form, for the following purpose in accordance with the Personal Data Protection Act 2012 and our data protection policy:

> Disclosure and transfer of your data to third party service providers, agents and/ or our affiliates or related corporations that provide administration, data processing, computer, or other services to LKY School and NUS.

Please visit our website at <http://www.nus.edu.sg/legal-information-notice> for further details on our data protection policy, including how you may access and correct your personal data or withdraw consent to the collection, use, or disclosure of your personal data.

I have read the above and accept the terms.

Applicant's Signature

Date

Send your application materials to us by email or post. Put "FUNDAMENTALS OF NEGOTIATION AND CONFLICT RESOLUTION" as the email subject line or on the envelope flap.

You can also submit your application **ONLINE**. Visit www.lkyspp.nus.edu.sg/executive-education/ for more details.

► FACULTY & SPEAKERS ◀

The Fundamentals of Negotiation and Conflict Resolution will be taught by international faculty of the Lee Kuan Yew School of Public Policy, and by distinguished guest speakers and panelists.

Nuno Delicado

Lecturer

Lee Kuan Yew School of Public Policy

Founding partner of Pluris, a negotiation consulting firm. He consults, teaches, and facilitates in both the private and the public sectors, on topics including negotiation, mediation, facilitation, dialogue, and consensus building.

Nuno's negotiation projects include supporting high-stakes negotiations for oil & gas development, helping a global NGO resolve conflict between members, coaching a management team in labour negotiations, and guiding a CEO in the strategy to acquire another company.

Nuno was previously a management consultant with Bain & Co. and earlier with McKinsey & Co. As a consultant, he assisted the top management of large firms in Europe, Latin America, India, and the Middle East, in projects and negotiations in diverse industries such as financial services, consumer goods, retail, and apparel.

Nuno graduated in Physics Engineering at Instituto Superior Técnico in Lisboa, earned a Master in Sports Management from Université Claude Bernard in Lyon, and an MBA with distinction from INSEAD. He has also trained in Mediation and Dispute Resolution with the New York University, is a Mediator at Singapore's Small Claims Tribunal and a master coach in Neuro-Linguistic Programming.

Associate Professor Francesco Mancini

Assistant Dean (AA) and Visiting Associate Professor

Lee Kuan Yew School of Public Policy

Adjunct Associate Professor

Columbia University's School of International and Public Affairs (SIPA)

Educated in business administration and economics in Bocconi University in Milan, Italy (his hometown) and international affairs in Columbia University, New York, his work focuses on geopolitics, global governance, international peace and security, armed conflicts and the means to prevent and solve them. He regularly lectures at academic institutions and presents at conferences and to governments on global peace and security issues.

Francesco is also a non-resident Senior Adviser at the International Peace Institute (IPI), where he was Senior Director of Research before relocating to Singapore in June 2014. As Director, he focused on conflict analysis, prevention, mediation, peacekeeping, and peacebuilding. He also led IPI's largest program, Coping with Crisis, Conflict, and Change, that aimed at strengthening multilateral response capacity to crises and conflict. He worked at the nexus of security & development and launched the daily policy analysis website The Global Observatory.

Francesco is a member of the Board of Directors of the Academic Council on the United Nations System (ACUNS), a member of the Research Committee of the Institute for Economics & Peace (IEP), and a member of the Editorial Board of the journal Peacebuilding.

Dr. Leong Ching

Deputy Director

Institute of Water Policy

Senior Research Fellow

Lee Kuan Yew School of Public Policy

Leong Ching obtained her Phd in Public Policy from the Lee Kuan Yew School of Public Policy. She is the recipient of the Wang Gung Wu Medal and Prize winner 2013, (Best PhD Thesis in Humanities and Social Sciences). She has previously worked as a newspaper and television reporter and has graduate degrees in philosophy, information technology and journalism. Her research interests include water policies, public sector reform, and communication strategies. Her current research project includes examining the impact of communication on the implementation of water policies, narratives and third party governance.



EXECUTIVE EDUCATION

LEE KUAN YEW SCHOOL OF PUBLIC POLICY

National University of Singapore
469C Bukit Timah Road
Singapore 259772



LKYSPP.nus.edu.sg



Reg. No. 61Q16277



CENTRE FOR MANAGEMENT SYSTEMS
AND COMPLIANCE

