

## **Negotiating Complex Cases in the Global Business Environment**

Trainer: Giuseppe De Palo  
International Professor of ADR Law & Practice

### **Training Description**

Participants will examine the applicability of traditional negotiation theory to complex cases in this highly interactive, skills-based training. The first day of the training will focus on negotiating in especially challenging circumstances such as negotiating with very difficult counterparts. The second day of the training will focus on the complexities of negotiating with multiple-parties and multiple issues and begin the discussion of cross-cultural negotiation, with an exercise on establishing an international business alliance. The third and final day will increase the degree of negotiation complexity, by completing the exploration of cross-cultural dimensions in negotiation and the negotiation of a highly complex business deal. Participants are expected to have completed a basic negotiation training or have significant negotiation experience to perform in, and benefit from, this advanced level training.

### **Training Goals:**

1. To provide participants with the knowledge and tools to address especially complex negotiation situations and contexts.
2. To challenge participants in a safe classroom environment to negotiate increasingly complex negotiations.

### **June 4, 2020**

8 :30 – 9 :00	Introductions and training goals
9 :00 – 10 :00	<p>Negotiation Core Concepts</p> <p>Before tackling challenging and complex negotiations, participants will be reintroduced to core negotiation concepts and terminology including: the difference between interests and positions; the use of BATNAs; how to generate creative options; how to prepare for negotiation effectively; and more.</p>
10 :10 – 10 :15	Break
10 :15 – 12 :00	<p>Simulation #1 : Putting Negotiation Core Concepts into Practice</p> <p>Participants will engage in a simulation to explore interests, creative development of options, and BATNAs.</p>
12 :00 – 1 :00	Lunch
1 :00 – 2 :30	<p>Negotiation with Challenging Counterparts</p> <p>De Palo will provide specific strategies for negotiating with challenging counterparts including highly competitive individuals; counterparts who do not listen, interrupt, and deploy tactics and other behaviors which are counter to a</p>

problem-solving approach to negotiation; and individuals who engage in unethical behavior

2 :30 – 2 :45

Break

2:45 – 4 :30

Simulation #2: Negotiating with Challenging Counterparts

Participants will engage in a simulation where they will encounter a challenging counterpart and will put the lessons learned into practice.

After the negotiation, participants will debrief and share key lessons and identification of strategies that worked in practice when negotiating with challenging counterparts.

## **June 5, 2020**

8 :30 - 9 :00

Reflections from Day One

9 :00 – 10 :30

Negotiating with Multiple Parties/Multiple Issues

Drawing on his extensive experience mediating complex cases, De Palo will provide concrete strategies for mediating with multiple parties and multiple issues. Strategies will include the use of logrolling; alliance building; development of coalitions; and more.

10 :30 – 10 :45 Break

10 :45 – 12 :30 Simulation #3: Multi-Party Negotiation

Participants will negotiate in multi-party groups where they will have the opportunity to utilize the strategies discussed before the break in a score-able role play .

After the negotiation, De Palo will lead the group through a debrief session and the sharing of key lessons.

12 :30 – 1 :30

Lunch

1 :30 – 2 :45

Cross Cultural Negotiation : A Research-Based Practical Framework  
Lecture/Discussion (Part I)

De Palo will introduce participants to Geert Hofstede's model of cultural dimensions. This section will begin with participants working through their own understanding of their culture and comparing that with Hofstede's research. This exploration will improve participants' cultural awareness highlighting both the cognitive and emotional dimensions and their impact on negotiation. Hofstede's first 3 dimensions: power distance, individualism v. collectivism and certainty avoidance will be explored in depth.

2 :45 – 3 :00

Break

3 :00 – 4 :30                      Simulation #4 : Negotiating an International Business Alliance  
Using the negotiation strategies developed for intercultural communication, participants will engage in an International Business Alliance role play, followed by debrief led by De Palo and the sharing of key lessons.

Final role play will be distributed and parts assigned.

## **June 6, 2020**

8 :30 - 9 :00                      Reflections from Days One and Two

9 :00 – 10 :30                      Cross Cultural Negotiation : A Research-Based Practical Framework  
Lecture/Discussion (Part II)  
De Palo will complete the discussion of Geert Hofstede’s research by exploring the cultural dimensions of masculinity v. femininity; long- term orientation; and restraint. As in part I, De Palo will highlight how to use this information to develop strategies and approaches to negotiations across cultures – whether international or domestic.

10 :30 – 10 :45    Break

10 :45 – 12 :30                      Simulation #5: Negotiating the Complex Case – Putting It All Together  
Participants will negotiate a highly complex, multi-party, international problem that brings together all of the éléments from the training.

12 :30 – 1 :30                      Lunch

1 :30 – 2 :30                      Debrief and Sharing of Key Lessons from Negotiation #5

2 :30 – 2 :45                      Break

2 :45 – 3 :30                      Q&A and training conclusion

## **Training Materials**

Participants will receive the two volume NEGOTIATOR’S DESK REFERENCE, Chris Honeyman and Andrea Kupfer Schneider, editors, ISBN 978-0—9827946-47 included in the registration fee.