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HARVARD Kennedy School
*Kokkalis Program on Southeastern
and East-Central Europe*

INTERACTIVE LEADERSHIP WORKSHOP

The Art & Science of Negotiation



April 14, 15, 16, 2010

AIT - Athens - Greece

*An executive education program
enabling organizational leaders
to accurately diagnose problems,
build winning coalitions, and craft
sustainable agreements
by renowned Harvard University
Professor **Brian Mandell***

Under the auspices of



Σύνδεσμος Επιχειρηματιών, Συγχρονη Ελλάδα

The Program

The Art and Science of Negotiation is a three-day interactive executive education program. This program introduces participants to the theory and practice of negotiation. It helps them develop a set of skills to negotiate effectively across a broad range of issues, organizations, and stakeholders.

The program is centered on a series of interactive exercises that provide participants with a unique learning opportunity to practice their powers of communication and persuasion, and to experiment with a variety of negotiating tactics and techniques. The simulation exercises draw from public and private sector examples to provide concepts and tools that apply to all types of negotiations. Participants will emerge with a more confident and strategic approach to negotiation.

Great program, for executives, managers or enterprising individuals who want to improve themselves on negotiation. Nice variety of approaches to the subject, with comprehensive exercises and role plays which covered the range of all types of negotiations. Well structured course which really motivated and challenged the participants while creating value for them.

Thanos Loutsos (2008)
CIO Greece
Regional Services Manager
Central East Europe, ING

Outstanding instructor, material and training space!

Firas Al-Ghool (2006)
Ministry of Information
& Telecommunication
Technology, Jordan

I like a lot this subject and have thus attended many similar courses. The organization was very good while the content and associated workshops were interesting and beneficial. Strongly recommend it.

Vassilis Dimopoulos (2005)
Managing Director
Oracle Hellas

Mastering Negotiations

Mastering one's own sector is no longer sufficient. Negotiation is inevitably at the heart of any process. The Art and Science of Negotiation program provides cutting-edge techniques to positively influence the outcome of any negotiation situation. Sustainable solutions necessitate achieving consensus among an unprecedented variety of stakeholders.

The course builds cumulatively from simple negotiations to complexity, i.e. from two party single issue toward multiparty, multi issue negotiations that evolve over time. Structured negotiation role playing and simulations are used to isolate and emphasize specific analytic points, essential skills and develop intuition about complex negotiations.

Building Sustainable Skills

Participants will gain skills for building sustainable agreements by:

- mastering specific, timely, critical negotiating techniques to use with colleagues, clients and suppliers
- become stronger negotiators by learning vital steps to building long term profitable relationships
- gaining repeated exposure to real-world negotiating situations
- framing persuasive arguments for value creation
- discovering the hidden secrets, negotiating gurus successfully master for a well-structured argument
- a hands-on, proven systematic approach, applicable to any type of negotiation
- assessing negotiation outcomes with a view to improving future performance

Analytical Negotiation Skills tool kit:

- Strategy development and deep situation understanding
- Structuring parties' interest basis
- Recognizing opportunities and barriers for creating and claiming value
- Ranging possible moves

Interpersonal Skills gained on:

- Trust building and breaking
- Mutual persuasion

Conceptual Framework to effectively prepare for future negotiations.

Benefits

Participants will benefit from mastering a tool kit of strategic skills to:

- shape the agenda to face risk
- plan for negotiations by analyzing deeper interests of all stakeholders
- build and break coalitions
- achieve consensus for sustainable solutions
- devise alternative approaches to overcome impasses
- identify the key characteristics of optimal agreements
- anticipate spoilers and deal with difficult negotiators

Groups and Role Playing

The unique approach of using the group as a case provides participants with diverse insights into the dynamics of communication and persuasion. While taking part in these real-time negotiation exercises, you will experience the challenging as well as the rewarding aspects of negotiation.

In class and in smaller group sessions you will discuss how to:

- effectively prepare
- familiarize yourself with complex, dynamic interactions
- practice your powers of persuasion
- experiment with a variety of negotiating tactics and strategies
- unlock individual and group effectiveness
- apply a wide variety of real-world negotiation tools to influence all types of negotiations from domestic disputes to international problems



Registration & Fees

Who should attend

Upper, middle, and senior managers, consultants, senior government representatives, elected officials, policymakers, and non-profit sector counterparts are all eligible to apply. Individuals in all functional areas of responsibility and all industries will benefit from this program. Participants' expertise and experience are critical to the learning process; the program's participants will be selected to reflect a broad spectrum of individuals engaged in, or seeking to engage in, corporate and/or public governance.

Participation

The participation fee for this program, which includes tuition, meals, and reading materials, is as follows:

The Art & Science of Negotiation	Early registration by February 22, 2010		Late registration by March 31, 2010	
	Participant Fee	Discounted Fee	Participant Fee	Discounted Fee
	€ 990.00	€ 950.00	€ 1,200.00	€ 1,020.00

All participants, from both the public and private sector, will be expected to organize and fund their own travel to and from Greece to take part in this program.

Discounted Fees

- Public sector participants
- More than 2 participants from the same company

Cancellation Policy

- No Registration Fee will be retained if the participant submits a written cancellation by the application deadline, March 31, 2010.
- 50% of the Registration Fee will be retained if the participant submits a written cancellation by April 7, 2010.
- 100% of the Registration Fee will be retained if the participant does not attend

Application

Please use the e-registration form you will find at www.ait.edu.gr/negotiation

Your CV should be attached to your application, for review, as part of the participants' selection process.

Prerequisites

- Fluency in English is essential
- Participants must distance themselves from their professional responsibilities for the duration of the program.

For Hotel Accommodation, please contact :
Ms. Annette Rondos, Tel: +30 2106682711, Fax: +30 210 6682719,
aron@ait.edu.gr

For more program details please visit
www.ait.edu.gr/negotiation

*A thoroughly engaging
and instructive course*

Michael Loizou (2009)
Senior Associate
PricewaterhouseCoopers

*An absolutely
great course.
Prof. Mandell did an
excellent job.*

Amal Al- Maaytah (2009)
Political Researcher
The Royal Hashemite Court
Jordan

*The provision of a
methodology shaping
the preparation, analysis
and development of
a negotiation session.*

Nestos Sarafoglou (2008)
Marketing Manager
EFG Eurobank

In this turbulent era, the only dependable advantage in negotiations is the capacity to understand and proactively shape the negotiating environment before circumstances force you to react... It is about mastering an advanced toolkit of strategic and analytic skills that enables organizational leaders to accurately diagnose problems, build winning coalitions, and craft robust agreements.

Professor **Brian Mandell**
Negotiation Project Director
Kennedy School of Government
Harvard University

The Instructor

Dr. Brian Mandell is Senior Lecturer in Public Policy at the John F. Kennedy School of Government at Harvard University and Director of the Kennedy School's Negotiation Project. He has taught negotiation, conflict resolution, and scenario planning for fifteen years. He writes about contentious disputes and is completing a book on scenario planning for conflict managers and negotiation practitioners. Dr. Mandell teaches private and public sector professionals in executive education programs. He has trained senior managers from Pfizer, Heinz, Novartis, and Shell. Dr. Mandell has taught negotiation in Greece, Ireland, Israel, Mexico, Singapore, Taiwan, and throughout the United States to elected officials, senior public servants, and government ministers.



"The training has honed my skills to negotiate effectively and improved my knowledge about the tactics and techniques. I highly appreciated the simulation exercises, because they pointed out my strengths & weaknesses & enhanced my power of communication and persuasion. I am still quoting this training"

Roumiana Atanassova (2007)
Head of Department
EU Funds & Int'l Programs
& Projects Directorate
Ministry of Labour
& Social Policy, Bulgaria

AIT Executive Education

AIT offers its public and private partners dynamic and flexibly structured Executive Education Programs allowing the initiation of new management techniques and activities linked to academic expertise on information and communication technologies and innovation management. At AIT we recognize that trainees come to us with skills in hand and a plan in mind. Executive Education ranges from:

Open Enrollment Professional Education Programs

in the areas of: ICT & Management, Telecommunications, Web Technologies & Applications, Programming-Software Engineering, Information Security, Embedded Systems, Product and Marketing CSR, Management, Sales Solutions, Power Presentations and Train the Trainer.

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and Certification in collaboration with certified training centers

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