

Program Outline:

- What is conflict?
- Common conflict styles and tactics.
- The dual-concern model for strategic choice during conflict.
- The structural change model of escalation.
- By what criteria should a method of negotiation be judged?
- What is a wise agreement?
- The basic elements of negotiation:
 - Best alternative to a negotiated agreement (BATNA),
 - Zone of possible agreement (ZOPA),
 - Reservation prices, and
 - Aspiration prices.
- The elements of principled negotiation:
 - Disentangling the people from the problem,
 - Focusing on interests, not positions,
 - Inventing options for mutual gain, and
 - Insisting on using objective criteria.
- Principled negotiation versus positional bargaining.
- The value of package deals.
- How to negotiate with a hard bargainer.

Negotiation simulations and exercises, carried out in small groups, will be conducted throughout this course to illustrate the practical application of these concepts. Because of this, *competency in both written and spoken English for all participants will be presumed.*

This program is designed for:

Professionals interested in developing their ability to wisely manage conflict and successfully negotiate mutually satisfying agreements in both professional and personal contexts.

Location:

Carnegie Mellon University in Qatar
March 24–26, 2014 from 8:00AM to 1:00PM

Course Program

Day 1: Monday, March 24, 2014

8.00–8.45AM	Registration & Networking
8:45–9:00AM	Welcome & Introduction Ben Collier, Ph.D. Visiting Assistant Professor, Business Administration David Emmanuel Gray, Ph.D. Assistant Teaching Professor, Philosophy
9:00–9:40AM	Negotiation Exercise
9:40–10:00AM	Break & Networking
10:00–10:50AM	Negotiation Debrief by Ben Collier & David Emmanuel Gray
10:50–11:05AM	Break & Networking
11:05–11:45AM	Lecture by David Emmanuel Gray
11:45–12:05PM	Break & Networking

Day 2: Tuesday, March 25, 2014

8.00–8.45AM	Registration & Networking
8:45–9:00AM	Introduction by Ben Collier & David Emmanuel Gray
9:00–9:40AM	Negotiation Exercise
9:40–10:00AM	Break & Networking
10:00–10:50AM	Negotiation Debrief by Ben Collier & David Emmanuel Gray
10:50–11:05AM	Break & Networking
11:05–11:45AM	Lecture by Ben Collier
11:45–12:05PM	Break & Networking

Day 3: Wednesday, March 25, 2014

8.00–8.45AM	Registration & Networking
8:45–9:00AM	Introduction by Ben Collier & David Emmanuel Gray
9:00–9:40AM	Negotiation Exercise
9:40–10:00AM	Break & Networking
10:00–10:50AM	Negotiation Debrief by Ben Collier & David Emmanuel Gray
10:50–11:05AM	Break & Networking
11:05–11:45AM	Lecture by Ben Collier & David Emmanuel Gray
11:45–12:05PM	Break & Networking
12:05–12:10PM	Remarks by Dr. Ilker Baybars Dean & CEO, Carnegie Mellon University in Qatar
12:10–12:30PM	Certificates Presentation
12:30PM	Light Reception & End of Program