

About Conflict Management New Zealand Limited

CMNZ is an agent for Conflict Management Group (CMG) in Boston, which was established by Roger Fisher through the Harvard Negotiation Project. The agency exists to develop internationally recognised centres of professional excellence in conflict management and pursue joint interests in developing new technology for different organisational and cultural contexts. CMNZ is the sole Australasian agent for CMG to utilise the Harvard negotiation approach.



Services

CMNZ's practice builds upon years of research at Harvard University and practical experience around the world in a variety of arenas including trade, bilateral and multi-lateral diplomacy, business, staff-management, law, environment, and racial and ethnic conflict. Our objective is to strengthen the ability of communities and organisations to manage relationships and deal effectively with conflict through providing:

- **Training** – instruction in negotiation, facilitation and mediation from introductory courses through to advanced skills training and training people to be certified trainers.
- **Consulting** – independent advice on ongoing negotiations.
- **Third-Party intervention** – facilitation, mediation, and consensus building.

“The way it was presented was very clear and concise and delivered with confidence and ease. Easy to stay on track of topic. Very impressive facilitators - very experienced and knowledgeable in their roles”.
COURSE PARTICIPANT

Some recent CMNZ negotiation projects

- Negotiation Training for over 500 debt and investigative staff in IRD.
- Negotiation training for over 400 case managers in ACC.
- Negotiation training for 80 staff in Child Youth and Family.
- Conflict assessment for the NZ seafood industry.
- Advanced mediation training for the Ministry of Housing (Wellington).
- Advanced negotiation training for the Ministry of Public Health (Thailand).
- Advanced Negotiation training for IBM (Melbourne).
- Negotiation training for Telecom (Wellington).
- Negotiation training for Fletcher Challenge (Hamilton).
- Consulting on negotiation for Maori Claimants (Central Volcanic Plateau).
- Consulting for USAID on cross-cultural conflict (Cameroon).
- Ongoing teaching in negotiation at Harvard University.

For further information contact:
Conflict Management New Zealand Ltd.
St John House, Level 13, 114 The Terrace, PO Box 2855, Wellington
Tel: (04) 499-7300, Fax: (04) 499-7301, E-mail: cmnz@cmnz.co.nz
or see our website www.cmnz.co.nz

“Getting a REAL Yes”



2-day Negotiation Workshop

Practical negotiation skills based on the principles
of the Harvard Negotiation Project

Do you find that:

- ✓ negotiations get bogged down?
- ✓ you're not getting the results you want from your negotiations?
- ✓ you shy away from dealing with difficult negotiators?
- ✓ relationships are sacrificed to get the best result for your organisation?
- ✓ to maintain the relationship you end up making unwanted concessions?

“Getting a REAL Yes” is based on the world acclaimed best-seller “Getting to Yes” and takes it to the next level. The workshop provides a practical negotiation framework to use when managing business arrangements, staff contracts, inter-departmental and divisional agreements, environmental disputes, and all those other challenges faced by organisations today.

Presented by Conflict Management New Zealand Limited,
in association with Conflict Management Group (Boston)

What this workshop offers

Effective negotiation skills and the ability to build and sustain positive working relationships are vital assets in a world that emphasises interdependence and rewards cooperative decision-making.

The Getting a REAL Yes workshop offers a unique opportunity to explore the best ways to achieve a quality, durable result from organisational challenges, disagreements, and opportunities, whilst maintaining relationships between all parties.

It is based on an internationally acclaimed negotiation programme developed by the Conflict Management Group (CMG) and the Getting to Yes principles of the Harvard University Negotiation Project, and covers how to:



“Identifying things from the client’s perspective brings a new dimension into how we deal with things.”
COURSE PARTICIPANT

“It made me think about how I approach a negotiation – to plan what I’m doing”.
COURSE PARTICIPANT

“Professional delivery from credible people who are out there doing it.”
COURSE PARTICIPANT

Who should attend?

The Harvard model of “interest-based” negotiation and the techniques covered in the programme have broad applications. The programme is most suitable for:

- corporate and public sector executives and managers
- lawyers
- HR professionals, and
- other professionals involved in contract negotiations, structuring multi-party agreements, and alternative dispute resolution.

Workshop design

Negotiation skills are best developed by practice. The workshop comprises an intensive mixture of short presentations, interactive simulations, case negotiations, video diagnostics and facilitated review sessions.

What you will learn

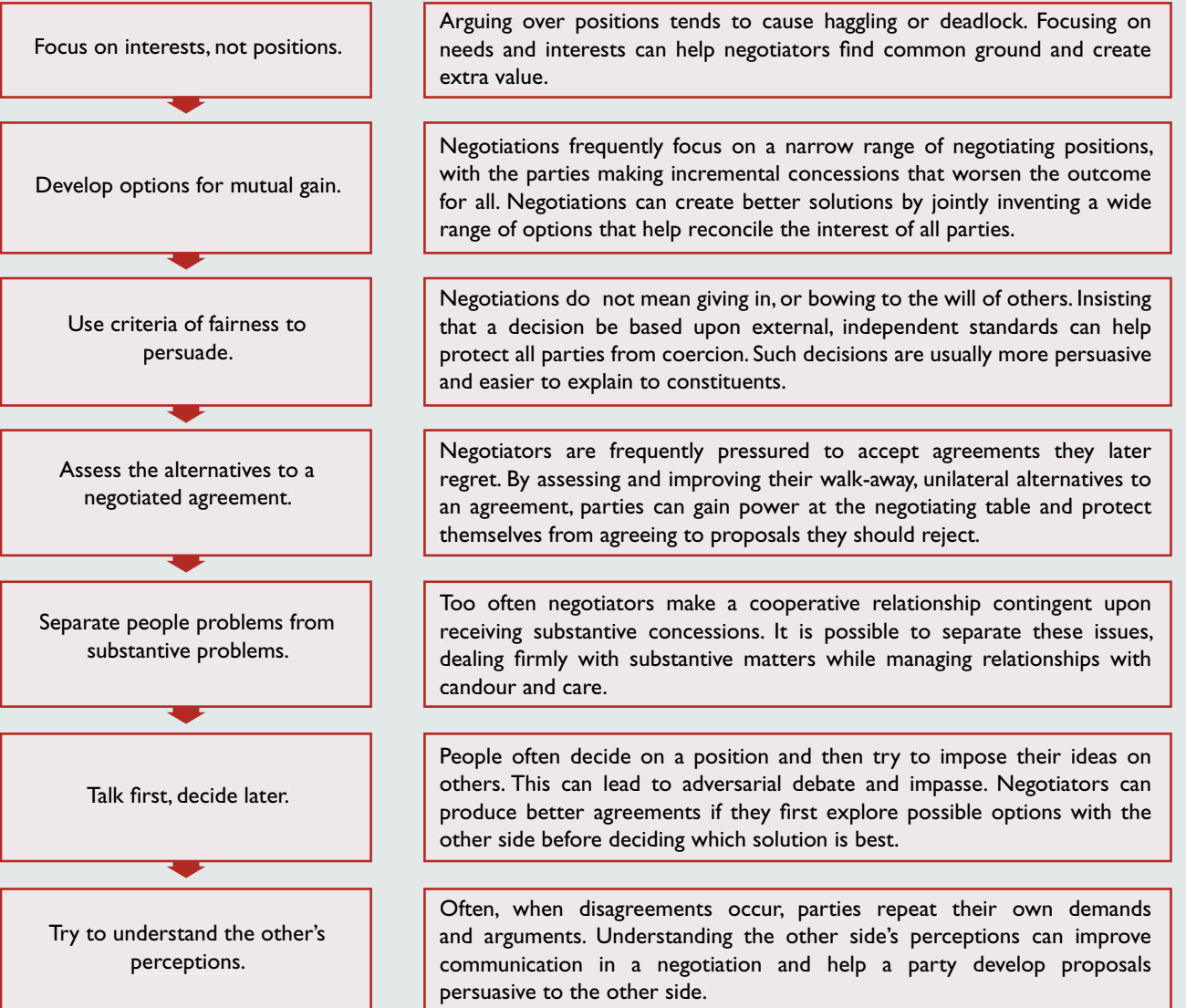
We are confident that on completing the workshop you will be able to:

- Recognise and test assumptions and values affecting a negotiation
- Determine the underlying needs of all parties
- Create and explore multiple solutions which meets everyone’s needs
- Prepare for a negotiation using a systematic framework
- Recognise and deal with differing perceptions
- Build rapport and create a joint negotiation process
- Maintain relationships without trading substantive concessions
- Identify, diagnose and neutralise misleading and unsettling tactics
- Identify and test both parties’ alternatives to a negotiated agreement
- Systematically evaluate possible solutions to reach a fair agreement
- Know how and when to commit, to achieve lasting outcomes
- Review negotiations using an analytical framework.

“I have been able to utilise skills on a daily basis”.
COURSE PARTICIPANT

“Provided me with the tools and techniques to be able to prepare for negotiations, then analyse what was happening during the process.”
COURSE PARTICIPANT

The Harvard Negotiation Project Model



Workshop facilitators

Two of the following facilitators will lead the workshops:

Colin McKenzie – Colin has been training and consulting in negotiation for 20 years as well as mediating a wide variety of domestic and international disputes. He has a Masters in Conflict Resolution from York University, a Specialisation in Negotiation from the Harvard Programme on Negotiation and is an accredited mediator from Harvard University while continuing as a senior associate with Conflict Management Group in Boston. Colin worked in Boston with Professor Roger Fisher (author of Getting to Yes) for 5 years and continues to teach in the Programme of Instruction for Lawyers at the Harvard Law School. He is now the director of CMNZ Ltd.

Suzanne Innes-Kent – Suzanne is an experienced trainer, facilitator, broadcaster and author, with a background in teaching and social work. She has over 20 years experience in organisational training and group facilitation and mediation, with a focus on workplace communication and the skills of building cooperation. She is a weekly presenter of a “Relationships” programme on NZ national radio, regular columnist for the NZ Herald, and author of two best-selling books “Love for all Seasons” (Penguin [NZ] 1998) and “Someone to Love” (Penguin [NZ] 2002).

Jon Everest – Jon has extensive experience in conflict management serving as a Police Officer in the UK and Hong Kong where he specialised as a staff trainer. He has a Masters degree in Security Management and has worked as a manager and trainer for a number of organisations. He is a LEADR trained mediator and is certified by the Family Court as a facilitator on both the Wellington Violence Intervention Programme and the Wellington Restorative Justice Trust.