

Law Society CPD Points being applied for

Hot & New  
Programme

## An Extraordinary Research-based and Case-driven Negotiation Workshop

(An exceptional programme tailor-made for the banking and commercial sectors and conducted by two prominent negotiators/trainers)

**A survival course for**

**Bankers – Relationship, Products, Operations, Risk, Legal and Compliance  
Business Executives – Sales & Marketing, Accounting & Finance, Shipping &  
Logistics, Legal & Compliance and General Managers**

### Special features:

1. In addition to an in-depth analysis of **your own negotiation style** and an insightful review of every key element of negotiation, this workshop will focus on **managing cultural diversity** in your negotiations based on **scientific research and high-power U.S. and Hong Kong cases**.
2. **Iceberg analogy** (on concrete, behavioral and symbolic levels) between **Western cultures** (USA, UK and Germany) and **Eastern cultures** (HK, PRC, Japan and S. Korea). This workshop will unravel the skills you need to have in order to become a successful negotiator in a multicultural environment.
3. Trust creates obligations, insights, maximum joint gains and long-term relationships. **Building trust** between the negotiation parties is the cornerstone of this workshop.

### Highlights:

#### Learning outcomes

1. **Decipher which strategies** (distributive vs. integrative) to use in order to create win-win solutions for your external and internal customers (deals conclusion, pricing and terms agreement, debt recovery, obtaining approval and dispute resolution etc.).
2. Understand the **communication norms** between **high context** (Eastern culture which requires inferential skills with indirect and implicit communication skills) and **low context** (Western culture which requires direct and explicit communication skills).
3. Dig out the **unobservable psychological elements** of culture like values, beliefs, customs and norms, which like the lower part of an iceberg, are submerged under water.

## Learning process

1. **Pre-workshop self-analysis** – Filling in a Thomas-Kilmann Conflict Mode Questionnaire to find out your negotiation style – competing, collaborating, compromising, avoiding or accommodating.
2. **Principled negotiation analysis**
  - Common interests
  - BATNA ("Best Alternative To a Negotiated Agreement")
  - Creative options
  - Legitimacy
  - Communication style
  - Relationship consideration
  - Commitment
3. **Two-dollar Game** – a highly effective negotiation role play adopted by the MIT negotiation courses.
  - What you must know to manage the acquisition and disclosure of information in negotiations
  - How to handle high-context and low-context communication patterns in negotiations
  - How to evaluate and improve your own negotiation behaviour by using a coding worksheet
  - How to build trust in negotiations for long-term relationships
4. **Real banking and commercial negotiation case studies will be adopted throughout the workshop.**
  - Apple vs. Samsung, one of the most prominent commercial law suits in recent history
  - IBM vs. Lenovo, a landmark example of win-win solution with substantial joint gains
  - A classic case on how Americans failed to get a good deal because they did not understand Japanese culture
  - An LC issuing bank successfully convinced the presenting bank to withdraw a US\$20 million complying presentation notwithstanding the price of the goods had dropped by 20%.
  - Bank A claimed US\$1.2 million from a buyer who counterclaimed US\$11 million. Bank A finally recovered over 75% of its claims through exceptional negotiation skills.
  - Two banks lodged a claim of US\$2 million and 4 million respectively against the same buyer. The first bank recovered US\$1.75 million out of US\$2 million within 5 weeks while the other recovered US\$0.5 million out of US\$4 million after 5 years.

## **Trainers:**

### **Mr. Nicky CHAN Ka Yiu**

- U.S. Washington State Approved Advanced Trainer
- Managing Consultant, Interactive Basics (Seattle, Washington)
- Former Training Manager, DLEC (Seattle, Washington)
- Former Faculty, Benedictine University (Lisle, Illinois)
- Former Instructor, College of DuPage (Glen Ellyn, Illinois)
- Former Adult Education Program Administrator, PTC (Chicago, Illinois)

### **Mr. King Tak FUNG**

- Partner of Stephenson Harwood specialises in Banking and International Trade Law and Practice
- Accredited mediator of HK International Arbitration Centre and HK Law Society
- Arbitrator on banking and international trade disputes
- Member of the Drafting Group on the revision of the ICC Documentary Instruments Dispute Resolution Expertise ("DOCDEX") Rules and a DOCDEX panel expert
- Co-chair of the ICC Consulting Group on the revision of International Standard Banking Practice 2013
- Vice chairman and Technical Advisor to the ICC-HK Trade-based AML Sub-committee
- Member of the ICC Consulting Group on Forfaiting and UCP 500 Revision
- Former Vice President and Head of Trade Finance at Bank of America N.A.
- Author of "UCP 600 - Legal Analysis & Case Studies" (2008) and "Leading Court Cases on Letters of Credit" (2005)

KT and Nicky were the respective captain and member of the Hong Kong University Debating Team 1979-1980 capturing the championships of the Hong Kong Post-Secondary Schools Debating Contest and the 9<sup>th</sup> Interschool Debating Contest. This is a dream team combining Nicky's research-based training insights with KT's practical and successful negotiation cases in the banking and commercial sectors.

Nicky pursued his academic and training career in the US, focusing on research-based and data-driven interactive training. He is bringing a wealth of experience on human behaviour, social science research results and cultural diversity back to Hong Kong.

KT has handled thousands of highly complicated, litigious and controversial banking and commercial negotiations in his banking and legal career. KT has recovered millions of dollars for various banks and corporations by way of creative negotiation without litigation. He is well-versed in the market by creating win-win-win solutions for buyers, sellers and financiers.

**Due to the interactive nature of this workshop, seats are very limited and will be served on a first come, first served basis.**

## **Logistics:**

- Date:** 5 and 6 February, 2018 (Monday and Tuesday)  
**Time:** 2:15 pm – 6:00 pm  
**Venue:** Stephenson Harwood, 18/F., United Centre, Queensway, Hong Kong  
**Language:** Cantonese with an English handout  
**Co-organizers:** ICC-Hong Kong (ICC-HK) and P.E.E.R. Consultancy Ltd. (P.E.E.R.)  
**Cancellation:** There will be no refund for cancellation of booking initiated by the applicant. However, the registration may be transferred to another person from the same company or organisation at no extra charge, subject to the prior consent of ICC-HK and P.E.E.R.  
**Seat Confirmation:** Seat confirmation is based on receipt of payment on a first come, first served basis.  
**Enquiry:** Contact Ms. Edith Lee at Tel: 2973 0060 or e-mail to: [publn@icchkcbc.org](mailto:publn@icchkcbc.org)

## **Registration fee:**

- ❖ *Fee includes course attendance, materials and refreshments.*
- ❖ *You will enjoy an early bird discount if you register and pay on or before **19 January, 2018.***
  
- ◇ **HK\$ 4,600/person** (*regular*)
- ◇ **HK\$ 4,300/person** (*"early-bird" for public*)
- ◇ **HK\$ 4,100/person** (*"early-bird" for ICC-HK members*)
- ◇ **HK\$ 11,700/group** (*"early-bird" for a group of 3 persons from the same company, **HK\$3,900** for each extra registrant of the same company*)
- ◇ **HK\$ 11,100/group** (*"early-bird" for a group of 3 persons from ICC-HK members, **HK\$3,700** for each extra registrant of the same company*)
- ◇ **HK\$ 17,500/group** (*"early-bird" for a group of 5 persons from the same company, **HK\$3,500** for each extra registrant of the same company*)

**REGISTRATION FORM**

**An Extraordinary Research-based and Case-driven Negotiation Workshop**

<b>Date:</b>	5-6 February, 2018 (Monday and Tuesday)
<b>Time:</b>	2:15pm – 6:00pm (for each session)
<b>Venue:</b>	Stephenson Harwood, 18/F., United Centre, 95 Queensway, Hong Kong
<b>Points:</b>	HK Law Society CPD points applied for

Please return this registration form to ICC-HK at: [publn@icchkcbc.org](mailto:publn@icchkcbc.org) for seats reservation.  
For enquiry: Ms Edith Lee at Tel: 2973 0060

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

As a matter of our practice, we intend to use your personal data provided by you and set out in this form for direct marketing of the services of International Chamber of Commerce - Hong Kong and P.E.E.R. Consultancy Ltd. in relation to banking and financial services, arbitration, e-commerce, trade and investment, environment, competition, intellectual property and projection of the business interests of Hong Kong. However, we cannot so use your personal data without your consent.

Pursuant to Personal Data (Privacy) Ordinance, you have the right to ascertain whether we hold any of your personal data, access to such personal data and request us to correct such personal data.

Please sign in below signature box to confirm your consent to such use.

- Registration Fee:**
- > *Fee includes course attendance, materials, attendance certificate and refreshments.*
  - > *You will enjoy early bird discount if register and pay on or before **19 January, 2018.***

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|---|---|
| <input type="checkbox"/> <b>Individual Participant</b><br>> HK\$4,600/person (regular fee)<br>> HK\$4,300/person (early bird for public)<br>> HK\$4,100/person (early bird for ICC-HK member) | <input type="checkbox"/> <b>Group in a company:</b> _____ (number of participants)<br>> HK\$ 3,900/person (early bird for 3 participants +)<br>> HK\$ 3,700/person (early bird for 3 participants + for ICC-HK member)<br>> HK\$ 3,500/person (early bird for 5 participants +) |
|---|---|

	Participant's information	Participant's information	Participant's information
<b>Name</b>			
<b>Position</b>			
<b>Department</b>			
<b>Tel No.</b>			
<b>E-mail</b>			
<b>Signature</b>			

*(E-mail address must be filled in. For extra participants over 3, please use a new registration form)*

**Total Payment:**     ICC-HK member     Non-member    HK\$ \_\_\_\_\_

**Payment Method:**

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