

CIIAN's Negotiation Primer [online]

Do you want to be able to:

- ✓ **Reach Better Deals?**
- ✓ **Resolve Your Conflicts or Differences Quicker and Easier?**
- ✓ **Find Win-Win Solutions to Problems at Home or Work?**

Then CIIAN's online Negotiation Primer will be of interest to you!

What is this course about?

CIIAN's Negotiation Primer is intended to introduce people to CIIAN's Negotiation Aide Memoire (<http://www.ciiian.org/assets/forms/negotiationAideMemoire2.pdf>). This handy tool contains practical and easy-to-understand ideas and guidelines for conducting better negotiations.

Features:

CIIAN's online Negotiation Primer has the following features:

- ✓ **Fast:** The Negotiation Primer course takes only two hours to complete.
- ✓ **Flexible:** Online delivery means you can complete this short course from the comfort of your own home or office.
- ✓ **Easily Actionable:** You'll be able to put the principles and strategies from the Negotiation Primer course to work right away!



- ✓ Participants in CIIAN's Negotiation Primer receive one of [CIIAN's Negotiation Aide Memoires](#) so that the ideas introduced during the course can easily be recalled later on during your own negotiations.
- ✓ One year of optional *Post-training Follow-up Support* is provided via CIIAN's Staff and Affiliates for an additional \$199.99 + GST¹

Structure:

This course is structured for online delivery over a single two hour session. The entire course is delivered online during the scheduled two hours - in other words, you will need to be situated at your computer during these two hours to fully participate in this course.

Cost:

\$199 (GST included)

Participants completing CIIAN's "Negotiation Primer" are eligible for a \$50 discount on our Mods I & II Course Fees. For a full description of these courses see

<http://www.ciiian.org/courses1.shtml>

Upcoming Dates:

Wednesday nights and Friday afternoons as follows:

Wednesday 17 February, 8-10 PM (EST)

Friday 26 February, 2-4 PM (EST)

Wednesday 10 March, 8-10 PM (EST)

Friday 26 March, 2-4 PM (EST)

¹ One year of optional follow-up support is limited to two (2) one-hour phone calls per participant/client. Any long distance charges arising from these calls solely remain the client's responsibility. If the post-training follow-up support is not used within one year, it will expire. No refund or credit will be issued.



Wednesday 7 April, 8-10 PM (EST)

Friday 23 April, 2-4 PM (EST)

Wednesday 12 May, 8-10 PM (EST)

Wednesday 9 June, 8-10 PM (EST)

Friday 25 June, 2-4 PM (EST)

Friday 23 July, 2-4 PM (EST)

Friday 24 September, 2-4 PM (EST)

Wednesday 6 October, 8-10 PM (EST)

Friday 22 October, 2-4 PM (EST)

Wednesday 3 November, 8-10 PM (EST)

Friday 19 November, 2-4 PM (EST)

Technology Requirements:

In order to successfully participate in this online course, participants must have access to the following technological requirements throughout the duration of the two-hour course:

- ✓ a computer with internet access and a web browser.
- ✓ an active email account.
- ✓ a headset with a mic and speakers. Optional: a webcam for online video conferencing.
- ✓ ability to open MS Word and PDF/Adobe documents.



CIIAN's Negotiation Intensive [online]

Nearly everyone has negotiated, either formally as when purchasing a new car or home, or much more informally as in convincing a co-worker to trade shifts. Yet, few people actually have any training in developing their negotiation skills.

Imagine the types of outcomes that could have been achieved in these cases if a person were backed with a negotiating framework and the appropriate skills to utilize it? Is it possible that more could have been achieved in these situations and, if so, how much more?

Clearly, everyone could benefit from learning hands-on ways to improve their negotiating skills thus greatly improving their abilities to achieve better outcomes. Indeed, negotiation and the ability to resolve conflicts are essential life-skills.

After surveying the market, CIIAN has identified a need for practical, flexible, and realistic negotiation training grounded in the latest academic research and which can be delivered via the internet. As a result we've developed our online "Negotiation Intensive".

What is this course about?

CIIAN's Negotiation Intensive is intended to be a "crash course" in negotiation which will rapidly improve people's negotiating abilities allowing them to reach better outcomes and be more successful in their own negotiations, be they formal or otherwise.



Features:

CIIAN's online Negotiation Intensive has the following features:

- ✓ **Flexible:** Online delivery means you can complete this course from the comfort of your own home or office.
- ✓ **Easily Actionable:** You'll be able to put the principles and strategies from the Negotiation Intensive to work right away!
- ✓ **Relevant & Realistic:** participants submit actual negotiation cases they are or have been involved in for case study analysis – this ensures that all examples used in the course are relevant and realistic.
- ✓ **Experiential and Interactive:** this course ensures that it is experiential and interactive through the use of CIIAN's customized online simulations and e-learning exercises.
- ✓ Participants in CIIAN's Negotiation Intensive receive a **Pre-course Readiness Package** which includes a free copy of the award-winning book "Getting To Yes" authored by Roger Fisher, William L. Ury, and Bruce Patton; course participants will also receive one of [CIIAN's Negotiation Aide Memoires](#) and a Course Training Manual.
- ✓ One year of optional **Post-training Follow-up Support** is provided via CIIAN's Staff and Affiliates for an additional \$199.99 + GST²
- ✓ Participants will receive a CIIAN **Certificate of Completion**.

² One year of optional follow-up support is limited to two (2) one-hour phone calls per participant/client. Any long distance charges arising from these calls solely remain the client's responsibility. If the post-training follow-up support is not used within one year, it will expire. No refund or credit will be issued.



Canadian International Institute of Applied Negotiation
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Structure:

This course is structured over two days, from 9 AM – 4:30 PM (with a one hour break for lunch). It runs all day long – in other words, you will need to be situated at your computer during these times for both of these two days.

Certificate:

Participants will receive a CIIAN Certificate of completion.

Cost:

\$950 + \$47.50 (GST) = \$997.50

Participants completing CIIAN's "Negotiation Intensive" are eligible for a \$50 discount on our Mods I & II Course Fees. For a full description of these courses see

<http://www.ciiian.org/courses1.shtml>

Upcoming Dates:

Saturday March 13 and Sunday March 14, 2010

Thursday May 27 and Friday May 28, 2010

Saturday September 25 and Sunday September 26, 2010

Thursday December 2 and Friday December 3, 2010

Please Note: a minimum of 8 people is required and only a maximum of 14 people per course is allowed. Registration closes two weeks prior to each course. Early registration will help ensure a place.



Technology Requirements:

In order to successfully participate in this online course, participants must have access to the following technological requirements throughout the duration of the two-day course:

- ✓ a computer with internet access and a web browser.
- ✓ an active email account.
- ✓ a headset with a mic and speakers. Optional: a webcam for online video conferencing.
- ✓ ability to open MS Word and PDF/Adobe documents.



About the Trainers

Dr. Evan Hoffman – Course Convener and Lead Trainer

Evan Hoffman holds a PhD in Political Science from the University of Canterbury (New Zealand). His doctoral research focused on the question of why mediation sometimes produces a durable peace and this research culminated in the creation of a new model for durable peace. Evan also completed a Master's Degree in Post-war Recovery Studies at the University of York, UK in 2001 and an undergraduate degree in psychology at Carleton University, Ottawa in 1999. In 2001 he earned a Certificate in Alternative Dispute Resolution (ADR) from the Canadian International Institute of Applied Negotiation (CIIAN).

From 2004-2009 Evan was an 'Analyst and Policy Advisor' for CIIAN's International Peace and Prosperity Project (IPPP) in Guinea-Bissau. The IPPP was a political violence prevention project testing the application of lessons learned and best practices to develop a model for fragile, failing, and failed states.

Presently, he is the Executive Director of CIIAN. Evan is also an Associate Faculty member of the MA in Human Security and Peacebuilding program at Royal Roads University, Victoria where he teaches a course on the prevention of deadly conflict, and an Adjunct Professor with the Graduate Program in Conflict Resolution at Antioch University McGregor where he is the Chair of the Concentration in International Mediation.

Dr. Ben Hoffman – Guest Expert & Co-trainer

Ben Hoffman has lived the philosophy of continuous learning, having completed a BA in Psychology and Philosophy from Wilfred Laurier University, then returning to university on several occasions over the span of his career to complete an MA in Psychology from Wilfred Laurier University, a second MA in International Relations from The Fletcher School of Law and Diplomacy, a Specialization from Harvard in Negotiation and Dispute Resolution with a concentration in International Peacemaking, and a PhD from the University of York, UK, where his thesis was on Peacebuilding.



Convinced of the value of theory-informed practice in negotiation and mediation, Ben co-founded with Senator Douglas Roche and others, the [Canadian International Institute of Applied Negotiation](http://www.ciiian.org) (CIIAN) in 1990. In 2000, he accepted the position of Director of the Conflict Resolution Program at the Carter Center in Atlanta, Georgia. In addition to directing a multi-country program, as President Carter's representative, Ben was extensively engaged in efforts to bring an end to the nineteen year civil war in Sudan, and to implement a peace agreement between Sudan and Uganda.

Ben conducted research on organized violence as a Senior Fellow at The Fletcher School, and was a Visiting Scholar at the University of Victoria where he presented a multidisciplinary graduate seminar on "waging peace". As an Associate Fellow of the Post-war Reconstruction and Development Unit at the University of York, he has been a regular presenter in the [Chevening Senior Fellows Programme](#). For the last four years Ben has been Director of a "preventing political violence" demonstration project in Guinea Bissau, West Africa. He is a member of the advisory council at the Cornwall Public Inquiry, Ontario Canada focusing on community reconciliation.

Ben, President and CEO of Concorde Inc., is currently President of The Canadian International Institute of Applied Negotiation.

Mr. Richard Moore – Guest Expert & Co-trainer

Richard Moore is the Associate Executive Director of the Canadian International Institute of Applied Negotiation and President of MDR Associates Conflict Resolution Inc. ("MDR"), a company that specializes in all aspects of practice, consulting and training in conflict management and conflict resolution.

Richard's experience in dispute resolution is built upon a foundation of almost thirty years in the practice of law coupled with two decades of mediation and conflict resolution work. He is



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retired from his law practice and now works exclusively in conflict resolution, acting as a neutral third party delivering conflict coaching, mediation, facilitation, arbitration, mediation/arbitration (med/arb), conflict management system design and other conflict management services to wide range of clientele in the public, private, and not-for-profit sectors.

Mediating since 1990, he has conducted over twenty five hundred mediations including mediations in complex and multi party conflicts. Areas where he has mediated include: commercial contracts, employment and workplace issues, business disputes with small, medium and large enterprises, health care issues, human rights, First Nations, estates, real estate, professional responsibility, personal injury, insurance, construction, family and property disputes.

In conflict management system design work, he has consulted internationally in Guyana and the Philippines in projects introducing mediation into the High Court of Guyana and the Philippine Supreme Court. He also trained judges, lawyers and others mediation techniques and lead community outreach programs to introduce mediation to the local communities. Most recently he has taught mediation skills to traditional Amerindian chiefs in Guyana and to civil society leaders in Guinea Bissau, West Africa. He is a founder of the Canadian National Capital YM-YWCA Community Mediation and Peace Building Program and Chair of its Advisory Council.

For many years he was an adjunct professor at the University of Ottawa Law School and taught negotiation and professional responsibility for the Law Society of Upper Canada.

Richard has taken leadership roles in the legal and ADR communities. He is a Past President of the Carleton County Law Association and a director of ADR Institute of Ontario Inc. He has had significant community volunteer involvement and in 1992 was presented with a Civilian Commendation from the Ottawa Police Services Board and in 2003 with the Gordon F. Henderson Award by the County of Carleton Law Association for volunteerism in the community.



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Richard had been granted the designations Chartered Mediator (C. Med.) and Chartered Arbitrator (C. Arb.) from ADR Institute of Canada and a Certified Mediator by the International Mediation Institute headquartered in The Hague. He is also an accredited family mediator with the Ontario Association of Family Mediation.

Mr. Philippe Patry – Guest Expert & Co-trainer

Lawyer, Philippe Patry is an experienced trainer and alternative dispute resolution consultant/practitioner.

Philippe first practiced as a Crown Prosecutor at la Cour municipale de Montréal. He specialized in domestic violence cases and managed the Elizabeth Fry Shoplifting Rehabilitation Program for Women.

Later appointed as a Board Member at the Immigration and Refugee Board (IRB), he presided hearings both at the Refugee Protection Division and the Immigration Appeal Division. In that later capacity, he was not only instrumental in implementing and managing the Alternative Dispute Resolution (ADR) Program, but also conducted more than three hundred ADR sessions.

After earning a Certificate in ADR at the Canadian International Institute of Applied Negotiation (CIIAN) in 2005 and completing a Master's Degree in Post-war Recovery Studies at the University of York, UK in 2006, Philippe has since consulted internationally in Guinea-Bissau for the International Peace and Prosperity Project (IPPP), a demonstration case on violence prevention. Among others, he contributed in designing and convening Senior Track II Dialogue on National Reconciliation as well as in supporting the reflection and activities of the Military Reconciliation Commission.

For the past three years, Philippe has also provided ADR training to the Dispute Resolution Officers for the IRB's ADR Program as well as individually tailored coaching to newly appointed IRB Members.



About the Institute

Our Mission

The Canadian International Institute of Applied Negotiation (CIAN) is dedicated to the prevention and resolution of destructive conflict and to building sustainable peace at local, national, and international levels.

Our Commitment

We believe that reducing violence, achieving stability and building sustainable peace can only be attained through the sound engagement of the people and institutions in conflict. We are committed to building relationships and partnerships with appropriate leaders and organizations as a route to real change. We use and develop state of the art, empirically tested methods of conflict prevention, resolution and peacebuilding. And we are committed to transferring knowledge and competencies to those with whom we work.

Achieving Our Mission

CIAN achieves its Mission and fulfills its Commitment through four programs: International Program; Domestic Program; Violence Prevention Early Response Unit; and Special Programs. All of CIAN's professionals are theory-informed practitioners. Experienced as facilitators, trainers, mediators, researchers and peacebuilding consultants, their services draw upon lessons learned and best practices to design customized interventions and training programs.

A Brief History

Founded in 1992, CIAN was built upon the notions of peace, social justice, and principled dispute resolution based in negotiation. CIAN soon became one of the leading ADR organizations, gaining a solid reputation for effective programming and training. Our growing reputation resulted in international recognition and by the mid-1990's we were invited to partner



with organizations, especially in the emerging democracies of Eastern Europe. Recent years have seen CIIAN continue to offer dispute resolution programming through local organizations in a number of conflict zones, including Azerbaijan, Bosnia, Columbia, Haiti, Lebanon, Macedonia, Pakistan, Sri Lanka and the Crimea. We are now recognized as a leader in violence prevention, using a catalytic approach that balances security and development.

CIIAN's Presidents

CIIAN has been strengthened by the leadership and wisdom of the following: Founding President: Senator and past Ambassador to the UN for Disarmament, Douglas Roche; The Late Honourable, Justice Mark McGuigan; Co-Founder of CIIAN and past Director of Conflict Resolution for the Carter Center, Dr. Ben Hoffman.

CIIAN's International Program

CIIAN's International Program provides services in conflict prevention, conflict resolution as well as peacebuilding programming, often in long-term partnerships with local organizations. The Program also offers specific, clinical training workshops including a Certificate Program in Peacebuilding and Conflict Resolution.

CIIAN's Domestic Program

The Domestic Program provides three levels of training for those interested in learning dispute resolution competencies: • Individual Courses • Certificate Programs • Professional Designations

CIIAN's Early Response (ER) Unit

CIIAN's ER Unit works in conflict situations to prevent potential violence and intervenes in cases of violence to stabilize and restore the situation. The ER Unit also develops and delivers training courses for other early responders, provides consultation on violence prevention, and continues to conduct research on this topic.



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CIIAN's Special Programs

CIIAN's Special Programs focuses on the development of special resources such as research papers, manuals and videos. It also sponsors a speaker's series and designs innovative training workshops such as the Power Clinic for Mediators.



Registration Form

Canadian International Institute of Applied Negotiation

Registration Form CIIAN Online Negotiation Training

REGISTER TODAY: **(1) Online; (2) By Mail; (3) By Fax; or (4) By Telephone**

Please address all my correspondence to my **Home** or **Office** as follows:

NAME (Please Print):

(As it will appear on certificates)

TITLE:

SECTION:

COMPANY/DEPT:

MAILING ADDRESS:

CITY:

PROVINCE:

POSTAL CODE:

TEL HOME:

TEL WORK:

FAX:

EMAIL:

How did you hear about our courses?

Have you taken CIIAN courses before? YES NO



Do you have any other non-CIIAN training in ADR, Negotiation or Mediation?

YES NO

If yes, please indicate where:

Registration Fee: Your registration fee covers the selected module and all course materials.

Corporate Discount Rate: A \$50.00 discount per person is available when 3 or more people attend the same course from the same Organization.

Cancellation Policy: A cancellation made later than one week prior to a course will be subject to 50% of the course fee. Cancellations made earlier than one week prior to a course will be subject to a \$75.00 Administration Fee.

We reserve the right to cancel an upcoming course should there be insufficient enrolments. While all reasonable efforts will be made to notify course participants in a timely manner should a course need to be canceled, we will not be held liable for any costs whatsoever incurred whether direct or indirect by participants should such a course cancelation need to be made.



PAYMENT OF REGISTRATION FEES		
COURSE FEES		SELECTION (please indicate date and module choice)
<p>Negotiation Primer</p> <p>\$199 (GST included)</p>	<p>Dates:</p> <p>Wednesday 17 February, 8-10 PM (EST) Friday 26 February, 2-4 PM (EST) Wednesday 10 March, 8-10 PM (EST) Friday 26 March, 2-4 PM (EST) Wednesday 7 April, 8-10 PM (EST) Friday 23 April, 2-4 PM (EST) Wednesday 12 May, 8-10 PM (EST) Wednesday 9 June, 8-10 PM (EST) Friday 25 June, 2-4 PM (EST) Friday 23 July, 2-4 PM (EST) Friday 24 September, 2-4 PM (EST) Wednesday 6 October, 8-10 PM (EST) Friday 22 October, 2-4 PM (EST) Wednesday 3 November, 8-10 PM (EST) Friday 19 November, 2-4 PM (EST)</p>	
<p>Negotiation Intensive</p> <p>\$950.00 + \$47.50 GST = \$997.50</p>	<p>Dates:</p> <p>Saturday March 13 and Sunday March 14, 2010 Thursday May 27 and Friday May 28, 2010 Saturday September 25 and Sunday September 26, 2010 Thursday December 2 and Friday December 3,</p>	



2010	
Payment Method	
<input type="checkbox"/> Please invoice my employer. Billing information as follows:	
Company:	
Attention/Reference	
Address:	
City/Province:	Postal Code:
<input type="checkbox"/> My cheque or money order is attached (made payable to CIIAN)	
If Employer is paying tuition, does the employer wish a tax receipt to be issued?	
<input type="checkbox"/> YES <input type="checkbox"/> NO	
(Please Note: If this question is left blank or answered "NO", no tax receipt will be issued).	
Name or Organization to which the tax receipt is to be issued (please note: if the Employer is paying the cost of tuition, the receipt will be issued in Employer's name only upon request by the Employer):	
Registration closes two weeks prior to each course. Early registration will help ensure a place. Please return this completed form with payment to:	
CIIAN, 320 Laurier Avenue East, Ottawa, ON K1N 6P6	

