

# CLIENT LOGO HERE

## Negotiation Excellence Program

*For Supplier Program Managers*

### Day One

Schedule and Timing	Description	Location
<b>7:30 AM– 8:00 AM</b> Pre-Program	<b>Breakfast provided</b> A hot breakfast buffet will be served beginning at 7:30 AM. Beverages will include coffee, juices, and water.	SCU Facilities
<b>8:00 AM – 8:30 AM</b> <b>Opening Comments:</b> Dennis Lanham & Client Leader/ Sponsor	<b>Introductions</b> <ul style="list-style-type: none"> <li>Welcome and Introductions</li> <li>Learning Agenda</li> <li>How Having a Framework Has Helped</li> </ul>	SCU Facilities
<b>8:30 AM- 10:00 AM</b> <b>Facilitator:</b> Terri Griffith <i>Break: 10:00 – 10:15 AM</i>	<b>PART I: THE NEGOTIATION FRAMEWORK</b> <ul style="list-style-type: none"> <li>Your most recent experiences</li> <li>Basic negotiation (hiring a new employee): The language and framework for powerful negotiation. Teams of two.</li> <li>Gathering data</li> </ul>	SCU Facilities
<b>10:15 AM- 12:00 PM</b> <b>Facilitator:</b> Naren Agrawal	<b>PART II: SUPPLY CHAIN CONTEXT</b> <ul style="list-style-type: none"> <li>Hands on interactive simulation to understand the supply chain context within which negotiations occur</li> <li>Identify typical supply chain challenges and operational levers</li> </ul>	University Library
<b>Noon to 1:00 PM</b>	<b>Lunch provided</b> No formal activities scheduled. Time to review emails and enjoy lunch conversations and networking with your colleagues	SCU Facilities
<b>1:00 PM – 2:30 PM</b> <b>Facilitator:</b> Naren Agrawal <i>Break: 2:30 – 2:45 PM</i>	<b>PART III: CHALLENGES IN IMPLEMENTING SC INITIATIVES</b> <ul style="list-style-type: none"> <li>Root cause analysis in a real-world supply chain case study</li> <li>Understanding stakeholder reaction</li> <li>Responding to stakeholder concerns</li> <li><b>PRE-READ: BARILLA SpA - case study</b></li> </ul>	SCU Facilities
<b>2:45 PM – 3:45 PM</b> <b>Facilitator:</b> Client Leader/ Sponsor	<b>PART IV: NEW OPPORTUNITIES</b> <ul style="list-style-type: none"> <li>Learning from experience inside the company</li> </ul>	SCU Facilities
<b>3:45 PM – 4:30 PM</b> <b>Facilitator:</b> Terri Griffith	<b>PART V: WHAT'S NEXT?</b> <ul style="list-style-type: none"> <li>What else do you need to know for your next deal?</li> <li>Highlights for tomorrow</li> </ul>	SCU Facilities
<b>4:45 PM - 7:00 PM</b>	<b>WELCOME RECEPTION</b>	Adobe Lodge
<b>Overnight</b>	<ul style="list-style-type: none"> <li><b>PRE-READ: Moms.com negotiation exercise</b></li> </ul>	

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## Negotiation Excellence Program

*For Supplier Program Managers*

### Day Two

Schedule and Timing	Description	Location
<b>7:30 AM– 8:00 AM</b> Pre-Program	<b>Breakfast provided</b> A hot breakfast buffet will be served beginning at 7:30 AM. Beverages will include coffee, juices, and water.	SCU Facilities
<b>8:00 AM- 10:00 AM</b>  <b>Facilitator:</b> SCU Executive Consultant <i>Break: 10:00 – 10:10 AM</i>	<b>PART VI:</b> <b>DIFFERENT CULTURES ARE (SOMETIMES) DIFFERENT</b> <ul style="list-style-type: none"> <li>Dynamics: Power/Authority, Insider-Outsider, Flexibility vs. Structure</li> <li>Trust-building and risk-taking across cultures</li> </ul>	SCU Facilities
<b>10:10 AM-12:00 PM</b>  <b>Facilitator:</b> Jo-Ellen Pozner	<b>PART VII: GET IN THE ZONE</b> <ul style="list-style-type: none"> <li>Your perspective – What’s my BATNA and how to I make it better?</li> <li>Is this worth it? Is there a zone of possible agreement?</li> </ul> Deep dive on your past negotiation. Where could you have done better? Teams of three.	SCU Facilities
<b>12:00 PM - 1:00 PM</b>	<b>Lunch provided</b> No formal activities scheduled. Time to review emails and enjoy lunch conversations and networking with your colleagues	SCU Facilities
<b>1:00 PM – 3:30 PM</b>  <b>Facilitator:</b> Prof. Jo-Ellen Pozner <i>Break: 2:30 – 2:45 PM</i>	<b>PART VIII: NEGOTIATION DYNAMICS</b> <ul style="list-style-type: none"> <li>Multi-issue negotiation exercise</li> <li>First offers, post-settlement settlement, contingencies</li> <li>Working with supplier pushback</li> <li></li> </ul>	SCU Facilities
<b>3:30 PM – 4:15 PM</b>  <b>Facilitator:</b> Terri Griffith & Client Leader/ Sponsor	<b>PART IX: WHAT WILL YOU DO DIFFERENTLY TOMORROW?</b> <ul style="list-style-type: none"> <li>Plan, execute, and evaluate (After Action Reviews – not Post Mortems)</li> <li>Ways to continue professional negotiation development</li> <li>Pictures &amp; acknowledgements</li> </ul>	SCU Facilities
<b>4:15 PM – 4:45 PM</b>  <b>Facilitator:</b> Dennis Lanham & Client Leader/ Sponsor	<b>PART X: RECEIVE YOUR CERTIFICATES</b> <ul style="list-style-type: none"> <li>Complete program assessment</li> <li>Awarding of executive certificates</li> </ul>	SCU Facilities

**Leavey School of Business**  
**Santa Clara University**



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