



MScISM Luncheon Seminar

**Dept of Information Systems, Business Statistics & Operations Management
HKUST Business School**

Date: Saturday, 26 November 2011

Time: 1:15 – 2:20pm (Refreshments 12:40 – 1:15pm)

Venue: Lecture Theater H (Lift 27-28), HKUST

Speaker: Mr. Charles Lam, Managing Director of CLLC Training Centre Limited

Topic: The Art of Negotiation

Synopsis of the talk:

Negotiation and bargaining are important components of our daily life. We negotiate and bargain with our clients, counterparts and co-workers every day. However, research shows that a lot of people are negotiating with counterparties purely on the facts and wants but not on solid skills, tactics and strategy, and in particular, they do not know when to stop. This significantly reduces the negotiation power and affects the end-result. With strong negotiation and bargaining skills, not only that it makes our life and work more effective and productive, more importantly, they can help preserve or even improve our relationship and harmony with other people both in personal life and workplace.

Bio-sketch of speaker:

Mr. Charles Lam has over 22 years experience working as CEO, COO, CIO and sales director at major multinational companies. He is one of the few financial services executives with experience in all areas of banking. He has built new businesses for international banks and financial institutions, and executed more than 100 negotiation deals/transactions in his career. Charles has a Master of Laws, Master of Arts in Quantitative Analysis for Business, and Bachelor of Applied Science in Computing & Artificial Intelligence. He is a CEDR Accredited Mediator and panel mediators of Chartered Institute of Arbitrators (East Asia Branch) and Hong Kong Institute of Arbitrators. He is also Member of Chartered Institute of Arbitrators (UK), Member of Hong Kong Standing Committee on Arbitration (ICC-HK), Member of The Hong Kong Institute of Bankers, Member of British Institute of Facilities Management and Fellow of The Chartered Institute of IT (BCS) UK.

All are welcome!

Free Registration: <http://www.bm.ust.hk/mscism/>

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