



Negotiating Conflict & Resistance Boot Camp 12 Hours

Negotiators who know how to manage disagreement, resistance and impasse will fare much better for knowing how to move people to YES. Did you know that a group of high performers will experience more conflict than other groups? That's because they have strong opinions that may clash and differ. When you learn how to improve your internal negotiations, you double your chances at excelling on your external negotiations. Participants will learn highly effective techniques for problem solving, dealing with tough negotiators and creating high performance groups.

WHO SHOULD ATTEND: Project managers, sales, marketing, buyers, contract negotiators, customer service representatives, team leads, supervisors, managers, human resources and professionals who need to negotiate effectively and provide leadership around conflict as part of their job.

YOU WILL LEARN:

- Two essential stages of problem solving that motivate people to arrive at solutions
- Six of the most common sources of tension that break down communication and team performance
- How to resolve issues at their root cause- it's not what you think
- Common mistakes when dealing with conflict
- Techniques for standing strong with tough negotiators who use any of the ten most common dirty tricks
- Guidelines for determining what problems need to be solved first before other problems can be solved

YOU WILL BE ABLE TO APPLY THE NEGOTIATION CONCEPTS TO:

- Improve working relationships
- Solve problems together better and faster
- Increase trust and loyalty with your customers/vendors
- Handle demanding customers with masterful problem solving skills
- Provide leadership for tough negotiators who make it difficult to get to YES.

ETI instructor Gina Rae Hendrickson is a nationally published author and corporate trainer on negotiation. She has negotiated over 1,800 business issues. Some of her clients include the United States Postal Service, State of California, and So. Cal. Edison. She is a graduate of the Harvard Program on Negotiation and has appeared on NPR radio and CNN. Her motto is: *Improve Your Negotiation Skills, Improve Your Life.*

\$360 per person. Register before 2/13/15 to get the Early Bird Discount: \$325 per person. *Send two employees from the same company and get the third employee from the same company FREE!*

WHEN:

Fridays
Feb. 27 & March 6, 2015
9:00 am to 4:00 pm
Lunch Provided

WHERE:

College of the Canyons
Room TBA
26455 Rockwell Canyon Road
Valencia, CA

For more information or to register, please contact Sherie Arnold at 661.362.5657 or sherie.arnold@canyons.edu