Texas Executive Education
The University of Texas at Austin McCombs School of Business
800.409.3932 |
ExecEd@mccombs.utexas.edu | www.mccombs.utexas.edu/ExecEd

The Art and Science of Effective Negotiation

"Very useful to understand different negotiation options and how to prepare for success."
Chris Werth
Division President, Centex Homes, Central Texas

Whether internally with colleagues and subordinates, or externally with suppliers, customers and competitors, you are faced with negotiation challenges on the job every day and negotiating effectively is a crucial skill for success.

This program teaches a systematic approach to negotiating that is used by many professional facilitators and mediators. It covers the central concepts of negotiation, as well as effective methods to deal with a broad spectrum of negotiation problems faced by managers and professionals. You will learn how to chart your best possible outcome, analyze your negotiation partners and opponents, and use specific strategies and tactics for successful negotiation.

Taught through mini cases and role-playing, the program provides a classroom environment where skills may be applied to actual negotiation problems. Specific tactics for dealing with conflict resolution and difficult people are also illustrated.

Topics

- Planning for negotiation
- Understanding conflict
- Self -assessment
- Situational analysis
- Communication skills
- Dealing with difficult people
- Responding to attacks
- Adapting to different styles
- How to survive tough negotiations
- Strategies for impasse resolution
- Group negotiations
- Techniques for influence and persuasion

Key Benefits

- Plan for the negotiation process and incorporate the other party's concerns
- Practice and receive feedback using a skill-based approach to negotiation
- Deal with conflict and difficult people
- Improve self-assessment techniques
- Direct the flow of the negotiation process
- Practice creative ideas for resolving an impasse
- Recognize and adapt strategies based on negotiation style

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Faculty

Janet Dukerich, Ph.D.
Senior Associate Dean for Academic Affairs, and The William H. Arlitt Jr. Professor of Management.
Dr. Dukerich's research interests focus on organizational identification processes, the creation and maintenance of organizational identity, reputation management, and ethical decision making. Her current work examines those factors that affect how strongly individuals identify with their work organizations and the consequences of strong versus weak identification. She is a member of the editorial board for *Administrative Science Quarterly*, *Corporate Reputation Review*, and *Journal of Management Inquiry*. In 2000, Dr. Dukerich received an *Administrative Science Quarterly* Award for Scholarly Achievement (with Jane Dutton and CV Harquail), and in 2003 she was awarded the Fawn & Vijay Mahajan Teaching Excellence Award for Executive Education, among other teaching honors.

Gaylen D. Paulson, Ph.D.
Associate Dean and Director, Texas Executive Education. Dr. Paulson's research and teaching are focused on the strategic aspects of interacting with people, including negotiation, conflict management, persuasion and interpersonal communication. He has written about processes involving confrontation, resisting and overcoming resistance to persuasion, negotiation strategies, the impact of electronic communication on performance, and perceptions of threats and warnings in the workplace. He has published articles, case studies and book chapters in outlets such as The Journal of Applied Psychology, The International Journal of Conflict Management, International Negotiation, Communication Research, and The Handbook of Language and Social Psychology. He has also been recognized with a number of teaching awards, most recently being named to the UT MBA "Faculty Honor Roll" and an "Outstanding Faculty" member in the Engineering Management Executive Master's program.

Registration and Fees

The program fee includes materials, lunches and breaks. Registration is not complete until payment is received.

You may register on-line at WWW.MCCOMBS.UTEXAS.EDU/EXECED
or call Texas Executive Education at 800.409.3932

For information on the cancellation and transfer policies:
WWW.MCCOMBS.UTEXAS.EDU/EXECED/REGISTER

Continuing Education Credits

Participants earn 1.40 continuing education units (CEU) or 14 (CPE). There are no prerequisites and a certificate of completion will be presented from Texas Executive Education.

Schedule

This two day program meets from 8:30 a.m. to 4:30 p.m. A schedule and campus map with location information will be sent approximately two weeks prior to the session with your paid registration. Payment guarantees your space.