Overview
During this two-day course, you will learn to successfully use negotiation in any situation. You will also enhance your current negotiating strengths while practicing your skills.

Who should attend
Mid-level managers through executives who:
- Have limited training in negotiation
- Have previous training and would like to advance their skills and techniques

Key benefits
In this seminar, you will:
- Learn approaches that successful negotiators use
- Understand what “win-win” negotiation truly is — when it is appropriate to use and how to achieve it
- Learn the critical steps needed when planning for a negotiation
- Develop your skills in a setting that provides clear, meaningful feedback
- Earn 1.5 Continuing Education Units

Program content
- Why so many good negotiators think they are bad
- Characteristics of good negotiators
- How “hard-wired” biases interfere with good negotiating and what to do about them
- “Interest-based/principled” negotiation and why it is usually more successful than “hardball” negotiation
- The four critical steps to planning for a negotiation
- Protecting yourself against opponents who lie
- Negotiating with parties who appear to have more power

*Tuition includes instruction, materials, continental breakfast, and lunch. Accommodations not included. To encourage group participation, multiple participant discounts are available. Subject to change.

Visiting www.uncexec.com
Program content (continued)

- Recognizing and controlling strong emotions in tense negotiations
- Recognizing and dealing with unfair negotiation tricks by the other side
- Ethics in negotiation
- Role of gender and ethnicity in negotiation
- Questioning the other side and defending against probing questions
- Whether and when to make the first offer in a negotiation
- Recognizing and dealing with “difficult” people
- “Win-win” negotiation: what it truly is, when it is appropriate and how to achieve it

Our facilities

The Negotiation Skills For Effective Managers program is held at the Rizzo Conference Center in Chapel Hill, North Carolina. The Rizzo Conference Center offers unparalleled conference venues, meeting facilities, and hotel accommodations that are designed and built to encourage meaningful reflection and lasting learning.

How to enroll

You can enroll online for this program by:

- Clicking on the “Enroll” button on the right hand side of the Negotiation Skills for Effective Managers webpage
- Clicking on the “All Other Open Enrollment Programs Form” link under the “Enrollment Forms” heading and selecting the date and title of the program in which you wish to enroll
- Filling in the requested information and clicking on “Submit”

Please call 1-800-UNC-EXEC if you need assistance with the registration process.

Certificate programs

Combine 3 or 5 open enrollment programs for a learning experience that meets your specific needs and receive a certificate from UNC Kenan-Flagler Business School.

Custom programs

This program can be delivered to individual teams or business units, either at our facilities in North Carolina or anywhere in the world. This program can also be customized to meet the unique needs of your organization.

For more information

Visit www.uncexec.com, call 1-800-UNC-EXEC or email unc_exec@unc.edu for program dates and additional information on any of UNC’s leadership development programs.