



Georgia Tech College of Management

Negotiation Skills: Conflict Resolution and Influencing Others
2-Day Workshop: Wednesday and Thursday; November 18 —19, 2009

EXECUTIVE SUMMARY

Thank you for your interest in Georgia Tech's **Negotiation Skills: Conflict Resolution and Influencing Others** two-day executive education workshop. This document provides details on the program content, professor profiles, and the registration process. The program content includes:

- **Day One: Morning Session**

Professor: Dr. Christina Shalley, Georgia Tech College of Management

Topic Theme: Negotiation Strategies and Conflict Resolution: Part I

Team Activity: Negotiation Role Plays

- **Day One: Afternoon Session**

Professor: Dr. Christina Shalley, Georgia Tech College of Management

Topic Theme: Negotiation Strategies and Conflict Resolution: Part II

Team Activity: The Thomas-Kilmann Conflict Mode Instrument and Negotiation Role Play

- **Day Two: Morning Session**

Professor: Dr. Dennis Nagao, Georgia Tech College of Management

Topic Theme: Negotiation Skills: Influencing Others

Team Activity: Multi-party Negotiation Simulation

- **Day Two: Afternoon Session**

Professor: Dr. Dennis Nagao, Georgia Tech College of Management

Topic Theme: Negotiation Skills: Dealing with Difficult People, Cross-Cultural Issues

Team Activity: Cross-Cultural Negotiation Exercise

The GT instructors are master teachers who can translate their research and consulting experiences into practical management tools. Teaching methodologies include:

- Structured presentations
- Small group discussions and reports
- Active learning exercises
- Multimedia training materials

There are three easy ways to register for this workshop:

1. Call 404.894.8700
2. Register online at www.execinfo.org
3. Complete the registration form on page six and fax it to Georgia Tech at 404.894.8925.



Georgia Tech's Huang Executive Education Center offers state-of-the-art executive education classrooms at the Technology Square campus in Midtown Atlanta. You can take a virtual tour at www.execinfo.org.

Negotiation Strategies and Conflict Resolution Skills

8:00-8:30 AM	Arrival and Continental Breakfast Georgia Tech College of Management, Midtown Atlanta Campus 800 W. Peachtree St. NW, Atlanta, GA 30308 (Midtown—Technology Square Campus)
8:30-Noon	Negotiation Strategies and Conflict Resolution: Part I <i>Professor Christina Shalley, Georgia Tech College of Management</i> The morning session will focus on developing a shared understanding of the importance of improving negotiation skills and how these skills are a central aspect of organizational life. Key content areas include: (1) Developing a framework for interpreting the different interpersonal interactions typical during negotiations and conflict resolution; (2) Understanding the difference between distributive, integrative and compatible issues; (3) Best practices for identifying and using conflict resolution options for mutual gain; and (4) Understanding the key factors that affect your power and influence during negotiations. Break: 10:00-10:15
Noon-1:00 PM	Lunch and Networking Georgia Tech Hotel Executive Dining Room
1:00-2:15	Negotiation Strategies and Conflict Resolution: Part II <i>Professor Christina Shalley, Georgia Tech College of Management</i> The afternoon session will focus on the intersection between negotiation strategies and conflict management styles. Participants will be able to analyze their own styles and determine which style will be most effective depending on conditions. Participants will complete the Thomas-Kilmann Conflict Mode Instrument tool early in the program. Key content areas include: (1) Understanding the Dual Concerns Model; (2) Identifying the value of using the Thomas-Kilmann Conflict Mode Instrument; and (3) Best practices for teaching the five conflict management styles to others. Break: 2:15-2:30
Team Activity 2:30-3:15	In both the morning and afternoon sessions, participants will break into pairs to complete assignments that will challenge their new negotiation and conflict resolution skills. The professors will choose from numerous popular negotiation exercises. Break: 3:15-3:30
3:30-4:30	Negotiation Strategies and Conflict Resolution (Continued)

Day Two: Program Content

Influencing without Authority and Dealing with Difficult People

8:00-8:30 AM	Arrival and Continental Breakfast Georgia Tech College of Management, Midtown Atlanta Campus
8:30-Noon	Negotiation Skills: Influencing without Authority <i>Professor Dennis Nagao, Georgia Tech College of Management</i> The morning session will focus on proven methods for improving influencing skills which is a core leadership competency. Effective influencers get valued resources, maintain and build relationships, gain people's trust, and effectively implement major change initiatives. Key content areas include: (1) How information is presented is often as important as the content of the message (2) Understanding the five major influencing styles; (3) The principles of influence that are universal across cultures; (4) Answers to the six questions that are critical to choosing the best influencing technique; and (5) Methods for establishing credibility through expertise and relationships. Break: 10:00-10:15
Noon-1:00 PM	Lunch and Networking Georgia Tech Hotel Executive Dining Room
1:00-2:15	Negotiation Skills: Dealing with Difficult People <i>Professor Dennis Nagao, Georgia Tech College of Management</i> The afternoon session will focus on how differences in perspective can contribute to misunderstandings and lead to difficult behavior. Professor Nagao will provide an innovative overview of proven strategies and skills for dealing with difficult people. Key content areas include: (1) Answering the question—what makes people difficult? (2) Understanding the different types of difficult people—The Tank, The Sniper, The Grenade, The Know-It-All, The Yes Person, The Maybe Person, The Nothing Person, The No Person, and The Whiner; (3) Learning strategies for how to best deal with each type; and (4) Developing a better understanding of how cultural differences impact each method. Break: 2:15-2:30
Team Activity 2:30-3:15	In the morning session, participants will take part in a multi-player negotiation simulation in which they can practice their new influence techniques and innovative problem solving skills. In the afternoon session, participants will take part in a role play that effectively illustrates the importance of understanding cross-cultural issues. Break: 3:15-3:30
3:30-4:30 PM	Negotiation Skills: Cross-Cultural Issues and Program Wrap-up

FACULTY & STAFF PROFILES



Dennis Nagao, Ph.D.

Dennis Nagao is the Faculty Director of the College's Executive Master of Science in the Management of Technology program and a Professor in the Organizational Behavior area of Georgia Tech's College of Management. He received his Ph.D. in Social Psychology from the University of Illinois at Urbana-Champaign. Professor Nagao teaches courses and executive education modules on team effectiveness, technology forecasting and analysis of emerging technologies, communication skills, social influence, collaboration skills and cross-cultural behavior. His research interests include team performance and effectiveness, collaborative behavior, behavioral factors affecting change acceptance and implementation, and technology.



Christina Shalley, Ph.D.

Christina Shalley is a Professor of Organizational Behavior and Human Resource Management in the Georgia Tech College of Management. She received both her Ph.D. in Business Administration and her M.A. in Labor and Industrial Relations from the University of Illinois at Urbana-Champaign. Chris teaches courses in Negotiation and Conflict Resolution, Research Methods and Human Resource Management. She has won several teaching awards including Outstanding Undergraduate Teacher at the University of Arizona and Business Teacher of the Year at the University of Arizona. Dr. Shalley teaches numerous executive education programs in the areas of negotiation skills, conflict resolution, influencing others and creativity. In May 2006, Dr. Shalley received the National Science Foundation ADVANCE

REGISTRATION FORM

The **Negotiation Skills: Conflict Resolution and Influencing Others** two-day workshop is scheduled for Wednesday and Thursday, November 18-19, 2009. The workshop will be held at the Georgia Tech College of Management located in Midtown Atlanta, 800 W. Peachtree Street, NW.

The workshop price is \$1,900 per person and includes Georgia Tech instructional fees, program binders and materials, case studies, book and simulation licensing fees (when applicable), lunch at the Georgia Tech Hotel executive dining room, morning and afternoon refreshments, parking, and Internet access. **Discounts are available to companies that send three or more employees to the same program.** Call 404.894.8700 for more details.

Note: Special discounts for small nonprofits are available through the Georgia Center for Nonprofits.

OPTION 1 **YES**, register me for the Negotiation Skills: Conflict Resolution and Influencing Others executive education workshop and send an invoice. **I will complete this form and fax it to Georgia Tech at 404.894.8925.**

Contact Name _____ Organization _____

Street Address _____ City _____ State _____ Zip _____

Position _____ Division/Dept _____

Phone _____ Fax _____ Email _____

OPTION 2 **YES**, I am interested in attending the Negotiation Skills executive education workshop. Please call me at _____ so I can provide credit card information.

OPTION 3 **YES**, I am interested and will go to the Georgia Tech College of Management's web site www.execinfo.org to register online.

For more information: If you have questions regarding program content or if you're interested in learning about available discounts, please call 404.894.8700. Program offerings, content, dates, and prices are subject to change.

