

NEGOTIATION SKILLS FOR MANAGERS

A two-day program to make you and your organization more successful

The ability to negotiate and resolve disputes—not only with customers, suppliers and partners but also internally—is a fundamental skill for success in business. Yet it is one that is seldom taught systematically.

In this program, you'll learn an analytic framework to help think more clearly about any negotiation you face and get feedback to help you become a better negotiator. Through a variety of exercises—starting with simple simulations that become increasingly complex—you will be able to immediately see the effects of different negotiation strategies for different scenarios.

The Bottom Line Value to You and Your Organization

You'll learn ideas and techniques you can apply right away, including:

- Ways for managing negotiations to maximize joint gain
- How to manage disputes and build consensus in ways that make you more valuable to your organization—and help the organization function more effectively
- How to identify and recognize tactics used by other negotiators—and what strategies to employ in response
- Understanding how to leverage your strengths and overcome your weaknesses as a negotiator
- Methods for approaching multi-party negotiations and team negotiations

“Negotiation was excellent! It was great not only from a business perspective but for the ability to negotiate personnel issues!”

“Outstanding material & experiential learning experience! This program helps put things in perspective and provides you with practical tools that you can use not only in your professional but also personal life.”

Your Instructor

Ray Friedman, PhD

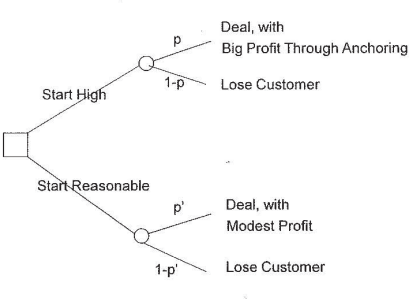
*Brownlee O. Currey Professor of Management
Associate Dean of Faculty and Research
Vanderbilt Owen Graduate School of Management*

Professor Friedman has taught negotiation skills for companies across the country. An expert on negotiation, Friedman has also



published articles on managing diversity and Chinese management and negotiation. His book, *Front Stage, Backstage: The Dramatic Structure of Labor Negotiations*, was published by

MIT Press. His research on the effects of personality on negotiation was covered by the *Wall Street Journal*, *BusinessWeek* and *Fortune* and his study of team-based negotiations was published in *Harvard Business Review*. He has been the President of the International Association for Conflict Management and served as chair of the Conflict Management division of the Academy of Management. Prior to teaching at Owen, he taught at Harvard Business School and was a faculty member of Harvard's Program on Negotiation.



Negotiation Skills for Managers – Sample Program Schedule*

	Day 1	Day 2
AM	<ul style="list-style-type: none"> • Introduction to Forms of Negotiation: Distributive & Integrative • Negotiation Simulations and Debriefs • Active Purposeful Listening 	<ul style="list-style-type: none"> • Complex Negotiations within Organizations • Negotiation Simulations and Debriefs
PM	<ul style="list-style-type: none"> • Alternative Negotiation Styles • Case Study 	<ul style="list-style-type: none"> • Case Study • Next Steps

Classes typically run from 8:30 AM to 4:30 PM (Central). Breaks are scheduled in AM, PM and for lunch. Schedule is subject to change.

Who Should Attend

- Senior executives
- Small business owners
- Entrepreneurs
- Managers of all levels
- Rising supervisors

Cost

\$2,295

Cost includes tuition, instructional materials, continental breakfast and lunch (all days).

**Program content and faculty subject to change; check website for details.*



About Vanderbilt Executive Education

Vanderbilt Executive Education at the Owen Graduate School of Management offers proven and practical programs to help individuals and organizations refresh, engage and strengthen management expertise. Short Programs for individuals are short, highly focused programs in areas of Leadership, Management and Strategy. Custom Programs for organizations are custom-built and are uniquely tailored to help each client tackle a specific organizational need or to achieve its developmental goals for established and emerging leaders.

Conveniently located near downtown Nashville, Vanderbilt Owen Graduate School of Management is ranked as a top institution by *BusinessWeek*, the *Wall Street Journal*, *U.S. News & World Report*, *Financial Times* and *Forbes*.

Visit our website for more information regarding programs and schedules, faculty biographies, online registration and maps and directions.



Executive Education
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