



**The Importance of Improving Negotiation Skills**

**Best Practices in Influencing without Authority**

**Understanding the Dual Concerns Negotiation Model**

# **Georgia Tech College of Management**

**Negotiation Skills: Conflict Resolution and Influencing Others  
2-Day Workshop: Wednesday and Thursday; October 17-18, 2007**

**Understanding Major Influencing Styles**

**Establishing Credibility through Expertise and Relationships**

**Strategies for Dealing with Difficult People**

**The Thomas-Kilmann Conflict Mode Instrument**

**Understanding Cross-Cultural Negotiation Issues**

# EXECUTIVE SUMMARY

Thank you for your interest in Georgia Tech's **Negotiation Skills: Conflict Resolution and Influencing Others** executive education workshop. This document provides details on the program content, professors who will facilitate the program, 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 professors are master teachers who can translate their research and consulting experiences into practical management tools. Teaching methodologies may include:

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

### There are four easy ways to register for this workshop:

1. Call 404.894.8700 or 1.800.815.7662
2. Register online at [www.execinfo.org](http://www.execinfo.org)
3. Send an email to [laura.day@mgt.gatech.edu](mailto:laura.day@mgt.gatech.edu)
4. Complete the registration form on page six and fax it to Georgia Tech at 404.894.5603



*Georgia Tech's Huang Executive Education Center offers state-of-the-art teaching executive education classrooms at our campus in Midtown Atlanta. You can take a virtual tour of the Georgia Tech College of Management facilities at [www.execinfo.org](http://www.execinfo.org).*

# Day One: Program Content

## Negotiation Strategies and Conflict Resolution Skills

8:00-8:30 AM	<b>Arrival and Continental Breakfast</b> Georgia Tech College of Management Classroom 312 800 West Peachtree Street NW, Atlanta, GA 30308 (Midtown—Technology Square Campus)
8:30-Noon	<b>Negotiation Strategies and Conflict Resolution: Part I</b> <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. <u>Break</u> : 10:00-10:15
Noon-1:00 PM	<b>Lunch and Networking</b> Georgia Tech Hotel Executive Dining Room
1:00-2:15	<b>Negotiation Strategies and Conflict Resolution: Part II</b> <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. <u>Break</u> : 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. <u>Break</u> : 3:15-3:30
3:30-4:30	<b>Negotiation Strategies and Conflict Resolution (Continued)</b>

# 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 Classroom 312  
800 West Peachtree Street NW, Atlanta, GA 30308 (Midtown—Technology Square Campus)
- 8:30-Noon **Negotiation Skills: Influencing without Authority**  
*Professor Dennis Nagao, Georgia Tech College of Management*  
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 PM **Negotiation Skills: Dealing with Difficult People**  
*Professor Dennis Nagao, Georgia Tech College of Management*  
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 mediated team performance.



### **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 professorship designation.



### **Daniel Stotz, MS in Management**

Dan Stotz is the Director of Executive Programs for the Business School at Georgia Tech. He plays the lead role in designing open-enrollment executive education programs and coordinating custom executive development programs. Dan's major custom clients include GE Energy, GE Corporate, Boys and Girls Clubs of America, FBI Crime Lab Division, Piedmont Healthcare, and the Waffle House Corporation. In addition to founding an innovative Leadership Institute that provides training for non-profit executives, Dan is a popular speaker in the areas of marketing and customer relationship management (CRM). Before joining Georgia Tech, Dan was the Manager of Marketing Communications for the University of Michigan Business School's Executive Education Center. He earned his Master of Science in Marketing Management from Colorado State University.

# REGISTRATION FORM

The **Negotiation Skills: Conflict Resolution and Influencing Others** workshop is scheduled for Wednesday and Thursday, October 17-18, 2007 and will be held at the Georgia Tech College of Management located in Midtown Atlanta, 800 West Peachtree Street NW.

The workshop fee is \$1,900 with an “**Early Bird**” price of **\$1,400** if you register before July 31, 2007. The workshop fee 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. Call Laura Day at 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 404.894.5603.**

Contact Name \_\_\_\_\_ Organization \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Position \_\_\_\_\_ Division/Dept \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

OPTION 2  **YES**, I am interested in attending Negotiation Skills: Conflict Resolution and Influencing Others. Please call me at \_\_\_\_\_ so I can give you 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](http://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 contact Laura Day at 404.894.8700 or [laura.day@mgt.gatech.edu](mailto:laura.day@mgt.gatech.edu). Program offerings, dates, and prices are subject to change.