



December 6 - 8, 2017

May 30 - June 1, 2018

What
Participants Say:

"A great course that puts theory into practice with real-life situations. The skills learned here can be applied to all aspects of business and personal dealings."

G. Broadway,
Product Manager
AstraZeneca Canada Inc.

"The curriculum was perfect for teaching key concepts and flowing into more complicated ones."

M. Burleigh,
Relationship Manager,
Investment
Planning Counsel

"The course provided participants the opportunity to apply negotiation tools learned through workshops. This reinforced the learning to be taken back to the office."

W. Atkinson, Executive
Director, Business
Development, CBC

"Hands on experience, ready to use skills, valuable information."

V. Fontana-Vatcher,
Account Manager,
Suncor Energy

[Preview & Register Online](#)



OPEN ENROLLMENT • Management & Leadership

Successful Business Negotiating Strategies for Managers

Negotiating is a "must have" skill for all managers. Learn proven techniques to communicate, persuade and use power effectively during negotiations.



Learn to negotiate successful outcomes in any situation.

We all negotiate countless times a day to resolve conflicts, client problems or differences of opinion. But few of us have taken the time to think about what we are doing when we negotiate and how we might improve.

In three highly-interactive days of learning, **you will analyze your own negotiating style, develop a practical understanding of effective negotiating behaviours, and improve your ability to plan and conduct successful day-to-day negotiations in every situation.**

The Best Part:

Reinforce new negotiating skills using hands-on exercises, case discussions and simulations from a variety of functional areas such as sales, purchasing, and union-management relations.

Enrol today to earn your certificate.

See back for three ways to register.



Receive 21 PDUs towards your PMI® Continuing Certification Requirements

Successful Business Negotiating Strategies for Managers

What You Will Learn

1. Develop a practical understanding of **four key negotiations processes** using current models
2. Plan for successful negotiations by **setting appropriate goals, defining the issues, and gathering necessary background information**
3. **Create win/win outcomes** with other parties
4. Maximize negotiating effectiveness using **strategic, systematic, rational and analytical approaches**
5. How to **lay the groundwork for productive negotiations**
6. **Identify your strengths and weaknesses** as a negotiator
7. Analyze the **strengths and weaknesses** of the other negotiator(s)
8. **Select negotiating strategies and tactics** which are appropriate in the situation
9. **Communicate, persuade and use power effectively** during negotiations
10. Recognize when **third party assistance** would be helpful
11. Deal effectively with **cultural differences** in negotiations

SEEC Learning Path Program

Inquire as to how this short program can become part of a Learning Path and receive a Certificate in Professional Excellence. Call 416.736.5079 and ask to speak to an Education Adviser today.

Who Should Attend

This is one of Schulich's highest rated and most popular skills development courses. Those who regularly attend the program include:

- General managers and business managers
- Business officers and Directors
- Division managers
- Training, HR and industrial relations specialists
- Sales, Marketing and Account Managers
- Project managers, team leaders and supervisors
- Senior managers and Branch managers
- Public sector managers
- Development managers
- Regional, national and international managers

Over 1,500 managers have attended

We all negotiate countless times each day. Learn how to adapt your negotiating style to suit any type of business situation



Learn when, why, and how to use key negotiating tactics.

Program Content

Win/Win Negotiations

- Recognizing and creating opportunities for mutual gain
- Win/lose conflicts and win/win mutual problems
- Interdependence, competition and cooperation

How Negotiations Are Structured

- One issue, a few issues, or a large number of issues
- Disputes between your team and another group within your own organization
- Disputes between your team and another organization
- Multiple parties

Negotiating Processes

- Claiming value in single issue negotiations
- Creating value in multi-issue negotiations
- Taking account of people's needs and wants

- Approaching problems rationally by developing alternatives

Timing in Negotiations

- Recognizing the need for negotiations
- Planning and preparing for negotiations
- Setting negotiations goals; selecting negotiating strategies and tactics
- Initial stage, mid stage and end stage strategies:
 - Initial stage: presenting and clarifying issues and positions
 - Mid stage: narrowing the gap
 - End stage: reaching final agreement or walking away

Alternatives to Direct Face-to-Face Negotiating

- Asking a third party for assistance in negotiating
- Designing formal dispute resolution systems in organizations
- Other alternatives

Third Party Assistance in Negotiating

- The role of mediators in the corporate world
- Mediator strategies and tactics for managers
- The role of arbitrators

Fundamental Building Blocks of Effective Negotiating

- Communicating clearly
- Persuading effectively
- Exercising power appropriately
- Using information wisely
- Behaving ethically and morally
- Techniques for evaluating and improving your ability to negotiate

Confronting the Dark Side

- Dealing with a competitive or deceptive counterpart
- Minimizing your own temptation to use competitive or deceptive tactics

Instructor Profile

Dr. Gail Levitt, PhD, MA

Gail is one of Canada's most experienced negotiators and professional instructors in the field of business negotiating and innovative negotiated solutions. She is a Harvard University trained specialist in both collaborative and competitive bargaining methods, and facilitates negotiation and management communications training for diverse clients, including: SNC-Lavalin, Province of Ontario, TD Bank, Toronto Hydro, Cap-Gemini, PMI, Transport Canada, and Bell Canada.

Gail is President of Levitt Communications, which is celebrating 22 years of success working with leaders to be more agile communicators and strategists when influencing and negotiating to achieve successful results. Whether preparing for strategic business deals, labour contracts, or negotiating with other departments or clients, Gail's practical techniques can be applied every day.

In-Company Training

This and all SEEC programs can be delivered on-site or customized for your group's needs. For all custom program enquiries please e-mail customseecprograms@schulich.yorku.ca or telephone 416.360.8850.

Successful Business Negotiating Strategies for Managers

December 6 - 8, 2017

Nadal Management Centre

May 30 - June 1, 2018

Executive Learning Centre

Ways to Register

Online

seec.schulich.yorku.ca

Fax

Download a registration form at seec.schulich.yorku.ca and fax to 416.736.5689

Mail

Download a registration form at seec.schulich.yorku.ca and mail to the address under Payment Options at right

Course Tuition & Registration Details

Program Tuition: \$2,950 + applicable taxes. This includes instruction, all seminar materials, lunches, refreshments, but not hotel accommodations.

Special Team Savings: Save \$150 each when two or more team members from the same organization register for this program at the same time.

Please Note: Fees, dates, speakers and applicable taxes are subject to change. York's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 15 days in advance of the seminar start date. Late transfer requests, less than 15 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 15 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 15 days prior to the seminar will be subject to a \$500 administration fee. Participants must attend all program days and fulfill all program requirements in order to receive a certificate. HST# R119306736.

Program Location

Your course will take place at the following SEEC facility from 9:00 a.m. to 4:30 p.m. each day:

December 6 - 8, 2017

The Miles S. Nadal Management Centre, 222 Bay St., 5th Floor, Ernst & Young Tower, Toronto, Ontario M5K 1K2
Tel: 416.360.8850

May 30 - June 1, 2018

Schulich Executive Learning Centre, York University, 4700 Keele Street, Toronto, Ontario M3J 1P3
Tel: 416.736.5079

Payment Options

SEEC accepts Visa, MasterCard, American Express and cheques.

If paying by mail, registration forms can be sent to:

Schulich Executive Education Centre, The Executive Learning Centre, Schulich School of Business, York University, 4700 Keele Street, Toronto, ON M3J 1P3

Please make cheques payable to: York University – Schulich Executive Education Centre

Optional Accommodations

For sessions held at The Miles S. Nadal Management Centre, please consider staying at the **Fairmont Royal York Hotel**. Call 416.368.2511 and ask for the "York University CAUBO" special corporate rate.

For sessions at the Schulich Executive Learning Centre, join us at **The Executive Learning Centre Hotel**. Participants attending this program receive a **special discounted price of \$89/night with the promotion code SEEC17**. Call 416.650.8300 for information and reservations, or book at elc.schulich.yorku.ca.

Contact Us

Call us at 416.736.5079 (1.800.667.9380 toll free), or email exceedinfo@schulich.yorku.ca.

Experience The Schulich Executive Learning Difference...



World class faculty and instructors



State-of-the-art learning facilities



Comprehensive take-home materials



Includes a handsomely framed Certificate of Course Completion. This and all SEEC open enrolment programs allow you to:

- Rapidly update your education to an executive level in areas key to your success
- Link theory to practice with a hands-on, action-based learning curriculum
- Enjoy immediate ROI through application of your learning right away
- Share experiences and knowledge with other professionals in limited-size classes
- Leverage the expertise and insight of industry savvy, real-world instructors
- Network among graduating colleagues to develop lasting business friendships

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