



Eau Claire June 18-19, 2009
Eau Claire March 18-19, 2010

Negotiation Skills

Achieving positive outcomes is key to management success.

Do you negotiate...

- Project deadlines
- Work assignments
- Equipment purchases
- Budget allocations
- And more?

Find out how you can

- Create a climate for favorable results
- Recognize your own hot buttons
- Overcome five common obstacles to an agreement
- Practice detachment when you are deeply involved
- Bring others to their senses without bringing them to their knees
- Reach satisfying agreements for both parties
- Reach constructive agreements efficiently
- Improve relationships through amicable negotiations

Learn how to really prepare for negotiations.

Day One:

- Win-win strategies
- Entry, exploration, give-and-take
- Developing realistic options
- Closing

Day Two:

- Common tactics, dirty tricks, and how to respond to them
- Strategies for joint problem solving rather than positional bargaining
- Dealing with different types of negotiators

After attending this workshop, you will be able to:

- Be hard on the problem, while being soft on the people
- Get at the interests behind positions
- Explore options for mutual gain
- Satisfy relationships through joint problem solving

- Apply key skills in relationship building, communication, listening, problem-solving, closing and developing options
- Avoid common mistakes people make when negotiating
- Use Principled Negotiation Strategies for improved outcomes

Instructor

TONY NAGLE is a nationally-known trainer with extensive practical experience in management, sales, training and consulting. For more than 25 years, Tony has worked on negotiation problems in labor-management relations, sales and marketing, and has consulted on several mergers for Fortune 500 companies. He was trained in principled negotiation by William L. Ury [Harvard Negotiation Project and co-author of the book, *Getting to Yes*]. Tony is president of A.G. Nagle Company, a negotiation and sales training firm based in Tampa, Florida.

Who Should Attend

Anyone who deals with people and problem-solving:

- Small business owners
- Supervisors
- Managers
- Project managers
- Team leaders
- Committee chairs

Create positive outcomes from differing points of view through principled negotiation strategies.

“Keep Tony around. He is very easy to learn from and very hands on.”
 “Tony is a great instructor—Excellent class!”

NEGOTIATION SKILLS PROGRAM ATTENDEES

1-800-582-5182

www.uwec.edu/ce/business/SupervisorManage.htm

Negotiation Skills is an ELECTIVE TOPIC in the Supervisory Management Certificate Program. It is also a stand-alone seminar and can be taken without enrolling in the Certificate Program.

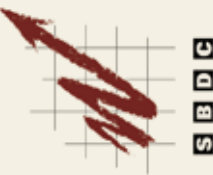
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 Eau Claire, WI 54702-4004
 132-6-561002



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SUPERVISORY
 MANAGEMENT
 2009-2010

Master joint problem-solving
 and create win-win outcomes



Negotiation Skills

EAU CLAIRE
 JUNE 18-19
 2009

EAU CLAIRE
 MARCH 18-19
 2010

Negotiation Skills

SUPERVISORY
 MANAGEMENT

Invest in Yourself.
 Advance Your Career.

Constantly Negotiating?

Turn problems into solutions!



UNIVERSITY OF WISCONSIN

EAU CLAIRE
 EXTENSION

Whether you're a manager now or hope to be one soon — we can help you reach your goals.

WE'VE DONE IT FOR MORE THAN 10,000 MANAGERS SINCE 1979.



Take only Negotiation Skills. Or, go further and earn your Supervisory Management Certificate.

DO YOU... Want to learn more about a specific management issue? Register for the seminar that matches your professional development goal. Want to document your skills, knowledge and experience? Then earn the Supervisory Management Certificate and move your career forward.

OUR SUPERVISORY MANAGEMENT CERTIFICATE PROGRAM IS

PRACTICAL — Start with the basics that provide tips, tools, and proven strategies for management success.

ADAPTABLE — Select a specific issue which meets your professional development needs.

REALISTIC — Take up to five years to attend the six, two-day seminars needed to earn your Certificate. Seminars are scheduled throughout the year. Complete the requirements in just a few months or space out attendance over years. It's your call.

INVALUABLE — In addition to learning from top-notch facilitators, you benefit by networking and sharing best practices with others who have similar management concerns.

NON-CREDIT — Just meaningful, pertinent discussion of practical ideas which can be implemented immediately.

EARN YOUR CERTIFICATE

The **three core seminars, SUPERVISORY MANAGEMENT 1, 2 AND 3**, are required. Choose three elective seminars that best meet your management development goals to complete the certificate requirements. You receive the **Supervisory Management CERTIFICATE** upon completion of the six, two-day seminars.

The **three core seminars** provide a complete overview of the basics essential to your successful transition from an independent contributor to a member of the management team. These skills are vital to your success managing a work group.

The **three elective seminars** create a customized learning experience to fit your career goals. Topics include: improving efficiency, managing a diverse workforce, maximizing performance, enhancing negotiation skills, managing change, improving team communication, or building your on-the-job training skills. Elective seminars may be taken without enrolling in the certificate program.

"Today's business climate demands that we set ourselves apart from the crowd. A Supervisory Management Certificate in your professional development portfolio is a testament to your professionalism."

SMCP CERTIFICATE HOLDER

The Supervisory Management Certificate Program is offered collaboratively by the UW-Eau Claire and UW-La Crosse Small Business Development Centers. Programs attended at either campus will count toward the completion of your Certificate.

UW-Eau Claire Small Business Development Center
715-836-5811 | 800-582-5182
Ask-SBDC@uwec.edu
www.uwec.edu/ce

UW-La Crosse Small Business Development Center
608-785-8782
sbdc@uwlax.edu
http://www.uwlax.edu/sbdc/

WE WILL COME TO YOU

In-house presentations tailored to your workforce needs are available. Most topics addressed in our public seminars are easily scheduled at a time and place convenient for you. Contact your university program manager to discuss how to bring top-quality learning to your business.

"I see a real difference in our managers who have earned their Supervisory Management Certificate. They retain what they've learned, put it to use every day, and are much more confident and effective."

HR MANAGER

No tests. No homework. What are you waiting for?



For Registration or More Info

PH : 715-836-5811 | 800-582-5182

FX : 715-836-5263

WB : www.uwec.edu/ce/reg.htm

EM : ce@uwec.edu

ML : Supervisory Management
P.O. Box 4004
Eau Claire, WI
54702-4004



The Small Business Development Centers are members of the Wisconsin Entrepreneurs' Network, a coalition of more than 100 partner organizations which provide access to services for small business throughout Wisconsin. The Universities are partners in education with University of Wisconsin-Extension and the U.S. Small Business Administration. The SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.

CONNECTING CAMPUS AND COMMUNITY

Detach form and mail with payment to:
Supervisory Management, P.O. Box 4004, Eau Claire, WI 54702-4004

Eau Claire Sweetwaters Restaurant
EXIT 65 FROM I-94, JUST OFF HWY. 37 AND 12

SEMINAR DATES & TIME

Eau Claire June 18-19, 2009
Eau Claire March 18-19, 2010

Seminars meet from 8:30 a.m.-4:00 p.m.

COURSE FEE

\$425 / person / seminar includes refreshment breaks, luncheons, materials, and instruction. Payment is required at time of registration. Please make checks payable to **UW-Eau Claire**. Fees are subject to change after December 31, 2009.

CONFIRMATION

Prior to the seminar, you will receive a letter with a link to directions to the seminar site and lodging information.

SAVE MONEY WITH DISCOUNTS

Group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

Group Discount Fee

\$375 per person per seminar for 3 to 5 people from the same firm to attend the same session.

REFUND POLICY, TRANSFER FEES

You may cancel or transfer your registration up to five business days before a program's start date. If you cancel or transfer fewer than five business days prior to the start date, a \$50 administrative fee will be assessed. If you cancel or fail to attend the day of the event, you are responsible for the full fee. Full refunds are given if a program is cancelled or full. You may substitute another person for your registration at any time. Call the Continuing Education office at 715-836-5811 or 800-582-5182 for assistance..

ACCOMMODATIONS

Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact Jim Mishefske at 715-836-5811 or toll-free 800-582-5182, or use the Wisconsin Relay System by dialing 711-715-836-5811.

University of Wisconsin-Eau Claire Continuing Education reserves the right to cancel any program due to insufficient enrollment or other administrative reasons, as well as the right to limit enrollment to ensure quality. In the event of a UW-Eau Claire Continuing Education cancellation, a full refund will be issued.

An EEO/Affirmative Action employer, University of Wisconsin provides equal opportunities in employment and programming, including Title IX and ADA requirements.

REGISTRATION FORM

Negotiation Skills

Yes, I plan to attend.			
Eau Claire	June 18-19	2009	B653-094
Eau Claire	March 18-19	2010	B650-103

NAME		JOB TITLE	
COMPANY NAME			
ADDRESS 1			
CITY / STATE / ZIP			
HOME ADDRESS			
CITY / STATE / ZIP			
WORK PHONE (WITH AREA CODE)		HOME PHONE (WITH AREA CODE)	
E-MAIL ADDRESS			
PAYMENT INFORMATION			
Course fee: \$425 per person.			
Group fee: \$375 per person for 3-5 people from the same firm for the same class. <i>(Discount registrations must be received together.)</i>			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ <i>(Payable to UW-Eau Claire)</i>			
<input type="checkbox"/> VISA	<input type="checkbox"/> Mastercard	CREDIT CARD EXPIRATION DATE	
CREDIT CARD NUMBER			
PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
FOR OFFICE USE:	CUST ID	CO ID	B3

New! More than 250 non-credit online courses and certificate programs. Learn anytime, anywhere. <http://www.ed2go.com/uwecce/>