

Course 209

Negotiating Effectively with a Diverse Clientele

- This course explores the processes, dynamics, challenges and opportunities involved when negotiating with a diverse clientele, with the goal of maximizing each participant's personal negotiating power and effectiveness.
- Participants will increase their cultural awareness and sensitivity, gain awareness of different negotiation styles, learn intercultural communication skills for resolving conflicts and will be exposed to collaborative negotiation for reaching mutually satisfying agreements with people of diverse backgrounds.
- Gain a greater understanding of the causes and roots of misinterpretation, which can cause cultural collisions due to factors such as: the dynamics of communication, behavioral prescriptions, assumptions, perceptions, values, reasoning styles, attitudes, language, social relations, ethnocentrism, ambiguity, orientations and patterns, formality, emotion, different values, attitudes and reasoning styles and their relationships to communication and negotiation.



October 2nd & 3rd, 2024

8-5pm (EST)

Les Suites Hotel Ottawa
130 Besserer St., Ottawa, ON

REGISTRATION

Send Registration Form to
Course Coordinator **Tracey Larkin** at
tracey.larkin@ottawa.ca

Payment can be made via registration links below –
\$547+ hst - Member or **\$683+ hst - Non-Member**



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IRWA Certified Instructor**