



19210 S. Vermont Avenue, Building A, Suite 100
Gardena, CA 90248
Phone: (310) 538-0233
www.irwaonline.org

Coming Soon!

**Course 209:
Negotiating Effectively with a Diverse Clientele**

**Course 209:
Negotiating Effectively with a
Diverse Clientele**

Course Description:

The objective of this course is to explore the dynamics for negotiating with a diverse clientele - the process, challenges and opportunities involved; the roots of misinterpretations that cause cultural collisions due to the dynamics of communication, behavioral prescriptions, assumptions, perceptions, values, reasoning styles, attitudes, language, social relations, ambiguity, orientations and patterns, formality, emotion; ethnocentrism; and to gain awareness of different negotiation styles/maximize one's personal negotiating power and effectiveness. Participants in this course will increase their cultural awareness and sensitivity; learn intercultural communication skills for resolving conflicts; and will be exposed to collaborative negotiation for reaching mutually satisfying agreements with people of diverse backgrounds.

Course Level:

Intermediate

Course Tuition Includes:

Participant's Manual

Topics:

- Intercultural negotiations
- Intercultural competence
- Building relationships across cultures
- Intercultural communications
- Cultural dimensions comparison
- Language and culture
- Descriptive vs. interpretive statements
- Dimensions of diversity

Recommended Materials:

"Successful Communication and Negotiation" – Textbook

Who Should Take This Course:

This course is geared towards individuals who wish to increase their intercultural negotiation competence.

| | |
|------------------|--|
| Last Name | First Name |
| Title | |
| Company Name | |
| Address | |
| City, State, Zip | |
| () - | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Phone | Member |
| Member ID Number | |
| Email Address | |

If payment includes the fees for registrants other than yourself, check here:
 (Please submit names of other registrants on a separate paper along with this form)
 Will you also be attending? Yes No

| | | |
|-----------------------|---------------------------|---------------------------------|
| Member Tuition | Non-Member Tuition | Total Tuition Amount Due |
| \$415.00 | \$520.00 | \$_____ |

Total Member Registrants: _____
Total Non-Member Registrants: _____

PRINT NAME AS IT APPEARS ON CARD: _____

Amex MC Visa Card #: _____ Exp: _____ 3-Digit CVV: _____

Signature: _____ Amount to be Charged: _____

Course 209: Negotiating Effectively with a Diverse Clientele

Sponsor: IRWA Chapter 45
Date: March 28-29, 2012
Time: 8:00 AM - 5:00 PM Daily
City: Helena, MT

Class Location:
 Best Western, Helena Great Northern Hotel
 835 Great Northern Blvd.
 Helena, MT 59601
 Phone: (406) 457-5500

Accommodations:
 Best Western, Helena Great Northern Hotel
 835 Great Northern Blvd.
 Helena, MT 59601
 Phone: (406) 457-5500

Rates: (starting at)
 Single: \$115 + Tax

Please contact the hotel directly; when making reservations, ask for the Right of Way Class block room rate.

Course Coordinator:
 David W. Whitlock, SR/WA
 P.O. Box 97 / 36079 Pablo West Road
 Pablo, MT 59855-0097
 Phone: (406) 883-7951 / Fax: (406) 883-7933
 Email: whitlock@missionvalleypower.com

Four Ways to Register:
Online: www.irwaonline.org
Fax: (866) 388-7419
Phone: (310) 538-0233, x138
Contact Course Coordinator

Cancellation Policy: All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, Facilitator emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

Tuition Refund Policy: Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff (education@irwaonline.org) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.

PLEASE NOTE: Employers who register 2-5 employees are eligible for a 10%-per-participant tuition discount. Employers who register 6 or more employees are eligible for a 20%-per-participant tuition discount. To qualify, all registrations from an employer must be received and processed together, via fax at (866) 388-7419 (online registrations are not accepted for discounted tuition offers).

About the Facilitator:

Clyde B. Johnson, SR/WA, R/W-RAC, is an independent consultant for Uniform Act, Highway Beautification and NEPA Issues. He served as the Director of Real Estate Services for TBE Group, Inc. from 2005 until entering into private practice. He retired in 2005 from the Federal Highway Administration (FHWA) with over 30 years of service. He served in the United States Air Force from 1966 until 1969 and began his career in Right-of-Way with the Georgia Department of Transportation in 1973. He served in the Office of Real Estate Services, Washington Office from 1998 through 2002 and was responsible for FHWA's National Training Program and the Highway Beautification Program. He served as the Realty Officer and Project Development Manager (Right-of-Way, Utilities and Environment) in FHWA's Georgia Division from 1986 until 1998 and again from 2002 until his retirement in 2005. He received his B.B.A. and M.B.A. degrees in Real Estate from Georgia State University. He has been a member of the International Right of Way Association (IRWA) since 1978 with a Senior Member Designation (SR/WA) since 1983 and received his Relocation Certification (R/W-RAC) in 2006. He has served as Chairman of the International Transportation Committee and as a Member-at-Large on the International Relocation, Environment and Utilities Committee. In 2002 he was elected as a Trustee on the Right of Way International Education Foundation and was appointed Treasurer in 2008. He has served on the IRWA Editorial Advisory Board and has published numerous articles on transportation, environmental, Native American coordination and outdoor advertising issues and received the IRWA Mark A. Green Scholarship Award in 1991 and 1994. In 1995, he received the IRWA's Frank C. Balfour "Professional of the Year" Award. He has served in IRWA's Carolina's Chapter 31 and in Georgia's Chapter 22. He is a Certified Facilitator for the IRWA, the National Highway Institute (NHI) and served as a facilitator for FHWA's Technical Assistance Workshops. He has served as a part-time faculty member in the School of Business, Department of Real Estate at Georgia State University.