

## CERTIFICATE IN NEGOTIATIONS AND CONFLICT RESOLUTIONS

This program offers practical skills for navigating complex interpersonal situations. Participants acquire effective communication and problem solving methods, empowering them to handle conflicts and reach mutually beneficial resolutions.

### FIVE-PART PROGRAM CORE FOCUSES



- Past Negotiation Concept
- Strategic Thinking
- Bargaining Skills
- Cross-Cultural Negotiation
- Workplace Communications and Conflict Resolutions
- Listening Skills
- Group Negotiations

### BECOME A BETTER LEADER IN YOUR BUSINESS WORLD.

- Program Tuition - \$1,000
- Meals will be provided at all sessions.
- For assistance, call Mrs. Tracy McClam at 843.661.1420

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# SPEAKERS

## Mr. Steve Matuszak

Former Executive Director at CCTC

Mr. Steve Matuszak is presently consulting and teaches for the Management Department in Pamplin at Virginia Tech as well as for the Dean's Office as Business Communication Skills Coordinator. He is the former Executive Director of CCTC. He is a training and development professional with over 26 years of experience in strategic assessment, development, delivery, management training, programming, and consulting in the areas of organization. He has an MA in Organizational Communication and an MS in Business Administration - Human Resources, both from Virginia Tech.



## Dr. Hubert Setzler III

Nellie Cooke Sparrow Professor of Business

Mr. Dr. Hubert Setzler III is the Nellie Cooke Sparrow Professor of Management and Coordinator of Management in the School of Business at Francis Marion University. He has been conducting corporate training for almost 30 years. He teaches Leadership and Supply Chain courses. His research interests include Predictive uses of Artificial Neural Networks, Geographical Data Analysis, and Supply Chain Integration. Dr. Setzler has a P.H.D and MBA from the University of North Carolina Charlotte and his B.A. from Newberry College.



## SESSION 1 - AUGUST 14TH

The program kicks off by defining historical and current negotiation principles to foster an understanding of where and how we got here.

## SESSION 2 - SEPTEMBER 19TH

The program continues by describing how one should prepare for negotiations including opening statements and internal constituent alignment. Group dynamics and decision making will round out the session.

## SESSION 3 - OCTOBER 17TH

More in-depth scenarios and simulations will be employed illustrating bargaining over how to bargain and generating a fostering environment over forcing. Strategies that provide constructive responses to unhelpful tactics will be identified and practiced.

## SESSION 4 - NOVEMBER 14TH

Workplace conflict resolution principles will now be presented along with conflict management systems and their effective components. The different roles of third parties will be discussed, and finally there will be a deep dive in to the dynamics of cross-cultural negotiations.

## SESSION 5 - DECEMBER 4TH

Communication plays an unbelievably critical role in negotiation and conflict resolution. This session will focus on building rapport and trust, clarifying intentions and expectations, navigating emotion, strengthening persuasions and influence, and focusing on ensuring mutual satisfaction.