

Crucial Conversations and Negotiating Strategies for Contractors

Designed for Project Managers, Superintendents, Project Engineers, Lead Forepersons, Procurement Managers, Bid Managers, and Accounting Managers



Handling conversations when stakes are high, opinions differ, and emotions run strong

Participants in the course will learn effective methods to communicate when the stakes are high and the outcomes are important. The session will cover two types of communication: Crucial conversations which are those that have high emotion and involve conflict of ideas, and negotiations which involve getting what you want through dialogue and purpose.

In the crucial conversation portion, the participants will take a test to learn about their specific communication style and using the results learn tools to use for better outcomes. The participants will learn why conversations become emotional and how to diffuse the emotion to achieve consensus. The participants will leave the session with a better understanding of themselves and how to use their natural talent to lead their project teams.

During the negotiation portion the participants will learn different tactics used in negotiations and how to recognize their use. More importantly, the participants will learn how to respond to the different tactics to achieve their goals. Using an interactive exercise, the participants will practice initiating and responding to different negotiation tactics to learn how to recognize the clues and practice the responses. The participants will leave this session with a better understanding of themselves, how they communicate, and how to achieve their goals.

Learning Objectives

- How to speak persuasively to build acceptance rather than resistance
- How to foster teamwork and make better decisions
- How to engage in emotionally charged, or uncomfortable conversations
- How to recognize and respond to negotiation tactics to achieve a desired goal

Registration Information

Presenter: Michael J. Soller P.E. CPC, DBIA. Pareto Advisors

Date: Friday, February 19, 2021

Time: 8:00 a.m. –12:00 p.m.

Investment: \$100

Location: Online Course - Link will be to all registrants 24 hours prior to class start time.

Register Online by: Feb. 17, 2021

www.cafnwin.org/training.php

or Call the CAF at (219) 764-2883

Name: _____

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