WOMENS INSIGHTS ON THE ART OF NEGOTIATING

THE WIN SUMMIT

HARNESS YOUR STRENGTHS • ADDRESS CHALLENGES • ADVANCE YOUR CAREER

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Who We Are

Welcome to TNI
The Negotiation Institute

For almost half a century, we’ve played a pivotal role in the ongoing success of the world's leading organizations.

Having pioneered the conceptual framework, process and art of modern negotiation, our legacy and depth of experience enables us to provide clients with unparalleled training solutions across a variety of executive competencies—negotiation, high-performance sales, procurement, supply chain management, leadership and presentation skills. Our commitment to excellence is supported by a global faculty of thought leaders and business experts with deep industry experience, a focus on customer service and a goal to make organizations and the way they do business better. This commitment has been the foundation of TNI growth, and contributed to the success of over 1,500,000 professionals worldwide.
At TNI we’re always moving forward

...updating and expanding offerings beyond what is represented in this booklet. For a comprehensive understanding of our current solutions and customized programs, please contact a representative today at 212-796-5600
What We Do

Customized on-site corporate training solutions

We curate best-in-class experts from around the world to develop programs exclusively for TNI clients, based on the real industry challenges of today with a focus on developing trends. Our faculty is comprised of instructors from Ivy League and other leading MBA programs around the world, regulatory specialists, seasoned corporate executives, partners from the world’s top law firms, physicians, engineers, psychologists, and more. We offer a truly comprehensive, customized corporate training solution.

Every program is tailored to each client’s unique needs following a deep-dive, customized phone session with our project team, faculty instructor and key personnel from the client’s organization.

Our seminars provide a strong foundation of skills that we encourage to be built upon by practice and Post-Seminar Reinforcement Programs. On-going training validates and reinforces acquired skills, ensuring that participants have fully and appropriately interpreted the material and can correctly apply what they’ve learned once training has ended.

Investments in corporate training are among the most profitable there are. Yet many executives still see them as expenses instead of drivers of revenue and efficiency. TrainingImpact™ changes this. Contact us today for more information on TrainingImpact™, offered exclusively through TNI and which level best suits your needs: TI-basic, TI-ROI (Return on Investment) and TI-ROI+. Learn more on page 9 of this booklet.

“I am anxious to use what I have learned.”

--Director of Marketing, SONY

About Our Programs

Immediately applicable, practical & focused

Each program is customized to address the challenges, goals and skill-set specific to your team. Your organization will benefit from a tailored program focused on results, where professionals gain the tools they need to enhance capabilities and drive success.

Our workshop-style sessions are highly interactive and inspire participants to learn by doing (not lecture-based). The faculty instructor for each program provides real-life examples that outline proven, immediately applicable skills that directly impact organizational goals.

The most effective learning takes place in a positive environment, so we encourage a relaxed atmosphere. At TNI seminars, participants can digest material and share genuine concerns and mistakes (and laughter)—with a mix of short lectures, group and team discussions, varied activities and role-play exercises (depending on the program).
There are countless options when it comes to choosing the right corporate training partner. When it seems like they’re all making the same claims, how can you feel confident you’ve found the right solution?

In order to ensure we exceed expectations, quality control is always a priority. Our post-seminar surveys, follow-up calls, and faculty audits are constantly evolving in order to make certain we continue to deliver programs that exemplify the TNI standard of excellence.

“I would like to express to the Institute our complete satisfaction…Response from participants indicated that people found the session to be both stimulating and productive.”

—President, ExxonMobil Biomedical Sciences Division

There are over 1.5 million professionals who have gained ‘the edge’.

“...brought more to the presentation that we expected – a world class business background and personal competence as a negotiator. Through his credibility, factual anecdotes and animated style, he was able to instill in the class a renewed commitment to Bank of America’s ‘win-win’ negotiation policy.”

—Technology Asset Manager & Vice President, Bank of America

What makes TNI different?

Training--whether driving profit or driving costs--ultimately defines the future and sustainability of every organization. In order to optimize your investment in human capital, we’ve mapped out the criteria, or ‘the TNI difference’ that impacts ROI.

Training by experts, not facilitators

TNI Faculty is a diverse team of specialized experts, renowned globally for their impact, expertise and thought leadership in the areas that define success in today’s business environment. In addition to being familiar with the challenges, solutions, nuances, current trends and best practices in your industry, TNI Faculty bring their programs to life through sharing their ‘war stories’ and developing customized case studies that apply directly to your team and their specific needs. Our clients see real results that they weren’t able to achieve with one-size-fits-all training led by internal or external facilitators.

Almost 50 years of Corporate training

The Negotiation Institute was founded in 1966 to provide organizations with skills to help overcome the challenges of leadership and profitability while creating sustainable relationships where “everybody wins”. The relationships we’ve built with our loyal client base have been a testament to the bottom line results we help them achieve.

“We aim to build Relationships

We believe that ethics and transparency distinguish TNI from the rest. The success of our business has come from building loyal partnerships with our clients rather than extracting short-term profits. With every client, we strive to build long-term relationships based on clarity, approachability and trust.

Quality control

In order to ensure we exceed expectations, quality control is always a priority. Our post-seminar surveys, follow-up calls, and faculty audits are constantly evolving in order to make certain we continue to deliver programs that exemplify the TNI standard of excellence.

“I would like to express to the Institute our complete satisfaction…Response from participants indicated that people found the session to be both stimulating and productive.”

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Over 1.5 million professionals have gained ‘the edge’

We market our programs to corporate decision makers who are not necessarily the ones participating in the actual seminars. We know that in order to stay in business as long as we have, it’s the participant experience that matters. But don’t just take our word for it. We’d be happy to connect you one of the 1,500,000 participants who’ve taken our seminars and returned to the workplace with a set of skills and tools to immediately—and substantially—improve their performance.

“Excellent seminar…relevant to our current business climate, realistic in its approach.”

—Procurement Manager, AT&T

...brought more to the presentation that we expected – a world class business background and personal competence as a negotiator. Through his credibility, factual anecdotes and animated style, he was able to instill in the class a renewed commitment to Bank of America’s ‘win-win’ negotiation policy.”

—Technology Asset Manager & Vice President, Bank of America
introducing a total solution to **raising training ROI**

**TI-basic**
The TI-Basic Study provides the impact (data in percentages) on employee response, knowledge retention and performance improvement of a training program on participant skill/knowledge set.

**TI-ROI**
The TI-ROI (Return on Investment) Study calculates the financial return on your training investment. This highly proven method has been carried out on projects with a total investment volume of over $5 billion.

**TI-ROI+**
TI-ROI+ is a combination of TI-ROI and TI-Basic Studies run across all training at your organization. Like an investment portfolio, we’ll help optimize your training budget.

**TRAINING IMPACT™**
is everything you need to know about your investments in corporate training programs

- Training Budget Insights
- Impact on Employee Skills
- Financial Returns
- Sustainability
- Asset Value (in $USD)
- Future Free Cash Flows
- Training Portfolio Optimization
The Art of Negotiating: A Customized Program for Your Organization

Advanced Negotiation for Legal Professionals

Organizational Negotiation Strategy

Negotiating With Your Team and Internal Relations

Negotiation Skills for Cross-Cultural Relations: Customized Program for Your Organization

Negotiating Institutional and Commercial Real Estate Transactions

Negotiating Mergers & Acquisitions

Negotiating Accounts Receivable and Advanced Collections Strategy

Negotiating Government Contracts

Negotiating Technology Contracts & License Agreements

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Videoconference (VC) Negotiations

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Negotiating Multi-Party, Complex Public Issues

Crafting Sustainable Labor Negotiations

Search Conferences for Workforce Management

Negotiating Strategic Alliances & Partnerships

Negotiating Labour in Canada

Negotiating with Americans: A Customized Program for Foreign Delegations

Negotiation
Expand capabilities, enhance value, and gain ‘the edge’ through mastering the art of negotiation

Approach a negotiation strategically, with the ability to analyze who the other parties are, what they need, and how they relate to each other.

Learn influencing skills and meeting the interests of all parties.

Strategy development and stakeholder mapping

A framework for collaborative negotiations, BATNA

Prepare more effectively for negotiations: both in terms of the data needed to gather and understanding the context in which the negotiations take place.

How to manage a multi-party negotiation, conflict, and collaboration

Communication and listening skills for effective negotiations

The Art of Negotiating: A Customized Program for Your Organization

Every organization can benefit from improved negotiation skills. Whether you are in hospitality, pharmaceutical, healthcare, manufacturing, distribution/warehousing, aerospace, defense, ITTech, accounts receivable, retail, wholesale, e-commerce, market access, managed market teams, or any other industry, keen negotiation skills help to enable corporate alignment and sustainable business relationships. The Art of Negotiating is TNI’s customized program on mastering effective negotiation skills. Through program content aligned to the specific needs of your organization, this seminar prepares participants at all levels, in any department, to operate at full potential. TNI will customize a negotiation program for your industry and tailor it to your company’s specific needs and challenges. Upon returning to the workplace, participants will be able to immediately put to use the negotiation skills, tactics, and knowledge they learn.

Organizational Negotiation Strategy

Negotiation tactics are no longer a secret to decision-makers, but strategizing negotiations to meet goals is a complex process that has yet to become a universal practice. Advanced negotiation strategies propel corporate development by deploying systematic frameworks that combine the quantitative and qualitative to create value throughout the various stages of negotiation. The Organizational Negotiation Strategy seminar guides decision-makers through effective strategy implementation processes that enable multidimensional approaches to negotiations. By embracing complex strategies, participants balance real-world scenarios with pragmatic negotiation goals to create systematic approaches that promote favorable outcomes throughout every negotiation. The faculty instructor for this program is a Chinese national with extensive experience in government and private sector business operations in China and the US. An acclaimed academic expert of negotiation, the instructor is currently a fellow at the Harvard Negotiation Project at Harvard Law School. In this customized TNI seminar, participants will learn how to negotiate strategically and how to immediately apply the negotiating skills, tactics, and knowledge learned upon returning to the workplace. The seminar can be presented in Mandarin Chinese, English, or a combination of both.

Negotiating With Your Team & Internal Relations

Organizations are populated by people engaged in either a virtuous cycle of effective negotiation (building better solutions and more trust) or in a vicious cycle of positional power negotiation (absent, mediocre, or flawed deals and diminished trust). Sustainable relationships provide springboards for team or communal progress rather than individual success. The crux of a sustainable relationship is built within an organization through internal negotiations. Negotiating With Your Team and Internal Relations gives participants insight into methods and problems inherent to internal negotiations and provides them with solutions to create virtuous negotiation cycles. This is accomplished by developing individual relationship-building, communication, and negotiation skills while promoting a culture of teamwork in the workplace.

Companies that lack effective internal organization and negotiation skills experience sub-optimal operating potential. If colleagues are able to negotiate effectively with each other, the organization will collectively gain added support and become aligned to negotiate effectively in any transaction, internal or external. The faculty instructor for this program has previously served on the faculty of Cornell University’s School of Industrial and Labor Relations and the National Academy of Sciences. He has devoted more than 30 years toward the practice and principles of organizational change with a keen focus on win-win negotiations. TNI will customize this seminar for your organization and industry. Participants will be able to immediately put to use the negotiating skills, tactics, and knowledge they learn.

The Negotiation Institute
Negotiation Skills for Cross-Cultural Relations: Customized Program for Your Organization

Communication styles, meeting etiquette, deference to authority, displays of emotion, exercise of power, setting of agenda, and use of timetables are employed differently in negotiations reflecting the ethnicity, national and regional origins, socio-economic class, occupational subculture, gender, generational identity, etc., of the bargainers. We have found that the best way for negotiators to learn how to be cross-culturally adept is to provide both a cognitive (lecture) and visceral (simulation) learning experience. The Negotiation Skills for Cross-Cultural Relations program demonstrates how one can be a successful negotiator—by leveraging rather than fighting the cultural inclinations of the other side. Participants will complete several negotiation exercises, and we will review degrees of success or difficulty, analyze those behaviors that may contribute to outcomes, and discuss how negotiators with differing cultural backgrounds would have likely approached the conflict. The instructor will also take advantage of the range of cultural diversity within the seminar in pairing up participants for simulation exercises. Although many examples of specific cultural rules will be presented (e.g., Japanese deference to senior bargaining agent, involvement of labor union representatives in Germany, and the Japanese avoidance of saying “no”), a model will be presented which will allow participants to identify and anticipate at least the broad arc of bargaining styles for all major industrial countries. The faculty instructor for this program is a retired professor at Cornell University and a former merchant seaman turned anthropologist who has traveled widely in both careers. He has provided negotiation training to more than 500 organizations throughout North America, Asia, and Europe. This customized TNI seminar helps participants learn how to leverage, rather than fight, the cultural inclinations of the other side to achieve bargaining objectives. Participants will return to their workplace with a set of tools and skills that will enable them to immediately—and substantially—improve their negotiating performance.

Negotiating Institutional and Commercial Real Estate Transactions

In the Negotiating Institutional and Commercial Real Estate Transactions seminar, participants proceed through the stages of an institutional real estate transaction, observing and acquiring best negotiation practices during each stage. These stages cover negotiations on price and terms between buyer and seller, terms and agreements between sponsor and equity partners, and terms and conditions between borrower and lender. Specific attention is given to ways in which financial analyses and legal documents are often used as weapons in negotiations. The workshop is designed primarily from the perspective of a potential acquirer working for an investment firm, such as a real estate investment trust (REIT) or private equity fund. However, TNI can customize this seminar so it can be taught from the perspective of the sellers of institutional real estate or the broker working on behalf of the buyers, attorneys, limited partner equity investors (those who would invest and thus negotiate with buyers or sponsors of deals), and lenders. The faculty instructor has been an active player in real estate since 1991 in the hands of owner, investor, strategist, and academic. He is a professor of real estate at the University of Central Florida, ranked the 5th best real estate program in the US, and is responsible for developing the Masters of Science in Real Estate program there. In addition, he has founded a family of mutual funds that focus on alternative assets and has played an instrumental role in bringing the first non-traded business development company (BDC) to the retail market. The TNI seminar provides an in-depth understanding of the role negotiations play in industrial and commercial real estate transactions. Participants will learn best practices that they will immediately be able to use upon returning to the workplace.

- Break social, cultural, and language-related barriers in negotiations with international counterparts.
- Maximize profit as well as key relationships.
- Avoid common mistakes and risks associated with overseas business transactions.
- Properly evaluate the interests of the other side.
- Use principled negotiation strategies, tactics and techniques of persuasion that directly impact your international counterparts.
- Differentiate which skills and tactics at use at which points in the negotiation process.
- Approach disagreements and conflicts that arise as a result of Miscommunication or misunderstanding.
- Gain international respect for your organization and build relationships in an expanding global network.
- Become familiar with long-distance negotiation via multiple modes of communication technologies—teleconferencing, email, phone and social media.

Negotiating Mergers & Acquisitions

The Negotiating Mergers and Acquisitions seminar offers corporate stakeholders an in-depth view of important aspects of middle-market mergers and acquisitions (M&As) through a combination of presentations, participant discussions, and case studies. The seminar provides a comprehensive view of the leveraging of the engagement components, stages, tools, and negotiation processes in M&As as seen from the perspectives of both buyers and sellers. The program focuses on a hands-on approach to the analysis and implementation of the most effective strategies used by middle-market investment bankers and exposes participants to the nuances of deal-making from a practitioner’s perspective. The faculty instructor has more than 35 years of experience in M&A transactions and is a seasoned investment banking and now is a senior managing director of a national middle-market investment bank in the Washington, DC, area. He focuses on advising owners of privately held middle-market businesses in sell-side, recapitalization, and capital-formation transactions. His primary expertise is with companies in the healthcare, technology, renewable energy, and staffing services sectors. TNI’s hands-on-approach to M&A negotiations, customized for your specific industry, participants will learn actionable skills they will immediately be able to put to use upon returning to the workplace.

- Analyze and implement the foremost strategies in structuring and negotiating M&A transactions.
- Identify and negotiate the most suitable transaction structures given the other party’s needs, objectives and market conditions.
- Reconcile the analytic number-driven negotiating approach used by buyers in M&A transactions with the value-maximizing negotiating approach used by sellers.
- Explore the role of deals in strategic decision making and capital structure and clauses in the commonly used M&A documents.
- Avoid the common negotiating mistakes made in M&A or restructuring deals.
- Understand the challenges of post-merger integration.
- Explore the Sale-Side and Buy-Side Process, issues, Motives, Valuation Methodologies, Synergies and more.

Negotiating Accounts Receivable and Advanced Collections Strategies

The Negotiating Accounts Receivable and Advanced Collections Strategy seminar was developed by a seasoned professional in accounts receivable and is designed to drive bottom-line results through enhancing the negotiation skills and providing a proven negotiation strategy for those in accounts receivable. Participants learn telephone skills and techniques to create the most positive outcome possible in every collection situation. They learn to produce amicable results with high success rates by actively listening to clients’ concerns and needs. Each presentation of the program is customized with industry-specific content, making the programs more engaging and actionable for commercial collections, consumer collections, insurance banking, telecommunication, transportation, healthcare, or automotive collections to maximize the application of the methodologies presented for each specific industry. The faculty instructor is an expert in collections and accounts receivable, negotiations for commercial collections, consumer collections, and customer care. With 34 years of experience as the Head of Training at Dan & Bradstreet Receivable Management Services, the instructor has extensive knowledge of negotiations and collection in a variety of industries. TNI’s customized seminars for telephone collections professionals continue participants with actionable skills and tools they can immediately put to use upon returning to the workplace.

- Communicate more effectively by learning to listen to debtors.
- Make every call count.
- Create win-win solutions.
- Improve successful collection rates.
- Utilize collections roadmap to yield higher returns.
- Increase collection rates, and the bottom line.
- Improve productivity of collectors.

Negotiating Government Contracts

Unlike typical commercial transactions where each party has a somewhat equal say regarding the terms and conditions of any resulting agreement, the terms and conditions established (other than price) of government contracts are almost entirely dictated by the government. Not only are the specific terms dictated, but the entire broad setting for the transaction is set by the government. In addition, the government has the power to cancel or rescind a contract at any time. By understanding the framework of government contracting, the faculty instructor at this program provides negotiation techniques that will increase your firm’s competitiveness while seeking government contracts. In the seminar, participants will learn negotiation techniques to engage in successful negotiations. Participants will also take away a set of tools, skills, and knowledge that can substantially improve their negotiating performance.

- Maximize sales negotiation outcomes with government stakeholders.
- Gain skills, tactics, strategies, and techniques to engage in successful negotiations.
- Recognize personal patterns, habits, and deficiencies in past negotiations through a comprehensive understanding of the principles and tactics of expert negotiations.
- Provide participants with the skill and insights needed to deal more effectively with government contract systems.
- Produce superior economic, relationship, and performance outcomes.
Negotiating Technology Contracts & License Agreements

Technology contract and license negotiations (in both sales and acquisition) have a profound effect on net income due to the fact that these licenses may be in effect for close to 20 years (the length of a patent) or longer. The Negotiating Technology Contracts & License Agreements seminar follows the "ebb and flow" of the tech negotiation process beginning with addressing complexities and deciphering key information needed to bargain effectively. After the context phase, the negotiator divides information into two categories—information available without contacting the other party and information that can only be obtained from the other party. At this point, the negotiator crafts questions to ask the other party during the second phase, fact-finding. Great care needs to be taken in identifying and prioritizing the interests of both parties. Fact-finding includes evaluating the information the other party is using to support their position, their interests in the negotiation, along with engaging in creative and interest-based problem solving—the win-win phase of the process. Once fact-finding is concluded, the negotiator begins distinctive bargaining. It is here that the influence created and accumulated during the process is used to capture the value that has been created and accumulated. In this deeply customized TNI program, participants will learn powerful negotiation skills, strategies and tactics for negotiating effective technology contracts and licenses through a program tailored to the needs of their organization and existing contracts/technology sales or acquisition strategy. The faculty instructor for Negotiating Technology Contracts & License Agreements is a practicing lawyer who holds a degree from Loyola Law School, and a bachelor of science in business from Syracuse University, completing post-graduate studies in negotiation, mediation, and influence at Harvard Law School, Pepperdine Law School’s Slauson Institute for Dispute Resolution, and the Graduate Schools of Business at Stanford and Ohio State Universities. He began his career as Chief Negotiator and contracting officer negotiating weapon systems and technology contracts for the Air Force. Later as Contracts and Procurement Manager, he focused on technology licensing, resolving contract disputes, acquiring other technology companies and negotiating major sales and purchase transactions. For a Fortune 1000 technology company, he reviewed proposals prior to submission to the customer and conducted “devil’s advocate negotiations” to test strategies, tactics, and pricing theories—resulting in greatly improved outcomes ranging from a few hundred thousand dollars to over $600 million. Bloomberg News once reported that the more than 100 two-day workshops he has conducted for a Fortune 25 Tech provider the company achieved more savings than their Asian contractors than one of their major competitors could in-house manufacturing.

Negotiating Insurance Matters

Negotiating Insurance Matters is a seminar designed for professionals who negotiate insurance coverage, whether it’s with underwriters, brokers or clients, or agents selling and negotiating insurance policies with customers. The key to the success of this program is the use of customized case studies which are developed by TNI Faculty instructors from scratch and tailored to the contractual insurance negotiations your organization faces. After the customized TNI seminar, when participants return to their workplaces, they will have the confidence, knowledge, and negotiating skills to have an immediate impact on the daily challenges they face in the insurance industry.

Videoconference (VC) Negotiations

Substituting videoconference (VC) technology for face-to-face (FTF) communication has been a rising concern in the business community since the advent of this technology in the early 1990s. Today, implementing VC is a technological necessity for growing businesses. However, like instant messaging or email, VC entails a new mixture of instant gratification and dehumanization that must be overcome to achieve success. The Videoconference Negotiations seminar engages participants with methods of deploying VC as a successful negotiating platform in your business. When used effectively, videoconferencing can cut travel expenses and enable higher meeting attendance. This seminar provides best-practice methods of bargaining strategies and tactics when implementing VC. The faculty instructor for this program has previously served on the faculty of Cornell University’s School of Industrial and Labor Relations and the National Academy of Sciences. He has devoted more than 30 years to the practice and principles of industrial organizational change with a keen focus on win-win negotiations. In this customized TNI seminar, participants will learn that negotiations by videoconference can be more efficient and profitable once best practices are mastered, a skill participants will immediately be able to make actionable upon their return to the workplace.

Negotiating Environmental Affairs

Environmental negotiations present specialized challenges for government agencies, companies, and nonprofit groups trying to reach durable agreements. Environmental negotiations occur in the context of statutory and regulatory requirements and frequently involve time constraints. Individual stakeholder groups may or may not be clearly defined. Whether negotiating a policy, a program, or a specific project, a well-designed approach for productive discussions, the generation of options, and durable agreements. Each step in the negotiation process offers process choices based on the specific issues being addressed and the parties at the table. The Negotiating Environmental Affairs seminar provides participants with the knowledge, tools to develop go-to strategies at the table and negotiate with their own interest. Understanding the dynamics, negotiation steps, and specific process options will facilitate more productive discussions and successful outcomes. Environmental negotiations also require careful preparation to determine how best to structure a discussion, how to engage people around understanding issues and concerns, how to determine who should participate at the table, and who should participate in other ways. Creating and maintaining good working relationships with all the parties is critical to the success of an environmental negotiation. Participants will learn how to use careful listening, good questioning, and constructive ways to handle strong feelings to help keep conversations on track. The faculty instructor for this seminar is a practicing specialist in mediating and negotiating public issues with 30 years of experience building consensus on sensitive issues around the globe. She received a PhD in Future Studies and an MA in International Education from the University of Massachusetts. This customized TNI seminar will help participants productively deal with the varied and competing interest groups as well as complex issues surrounding negotiating environmental issues. Participants will take away a set of skills and tools to immediately—and substantially—improve their negotiating performance.

» Learn how to apply principles of psychology when negotiating
» Decipher which skills and tactics to use at which points in the negotiation
» Gain the trust, respect, and confidence of clients while preventing conflict and resolving negotiations
» Save time and maximize profits in every deal by applying proven negotiation skills
» Communicate effectively with clients
» Negotiate terms effectively

» Gain the skills and insights needed to effectively negotiate technology licenses
» Learn how to create a process for negotiating optimal terms in technology contracts and license agreements
» Identify key information in contract renewal negotiations
» Establish effective communication with clients
» Understand how fact-finding informs the win-win phase of negotiation
» Negotiate from a position of power
» Maximize profits by negotiating more effectively

» Close your skills gap between live negotiations and video conference platforms
» Learn the differences between negotiating via videoconference and other negotiation technology
» Gain a comprehensive understanding of video conference usage and the best practices of negotiation while using video conferences
» Become as comfortable with negotiations taking place via video conference as you are with face-to-face negotiations
» Understand the nuances of perception while using video conference technologies

» Understand choices for process, approaches, and components of an environmental negotiation
» Examine the dynamics, strategies and tactics for effective negotiations
» Consider the effect of communication on negotiations
» Identify ways to handle people, process and substantive challenges
» Apply to hypothetical and real cases

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Negotiating Multi-Party, Complex Public Issues

Successful negotiations involve understanding a sequence of steps that can advance discussions toward agreements. The Negotiating Multi-Party, Complex Public Issues program examines ways to negotiate complex public issues when multiple or many stakeholder groups are involved in the negotiation. A well-designed process is essential for productive discussions, the generation of options, and durable agreements. Each step in the negotiation process offers process choices based on the specific issues being addressed by often competing parties at the table. In addition to good strategies at the table, parties also will be negotiating within their own interest groups. Being aware of the dynamics, negotiation steps and process options will facilitate more productive discussions and durable outcomes. Multi-party, complex public issue negotiations require careful preparation to determine how best to structure a discussion, how to select who should participate at the table and who should be involved in other ways, and how to build legitimacy for the negotiation. Finally, creating and maintaining a good working relationship with all the parties is critical to the success of a complex negotiation. Careful listening, good questioning, and constructive ways to handle strong feelings help keep conversations on track. The faculty instructor for this seminar is a practicing specialist in mediating and negotiating public issues with 30 years of experience building consensus on sensitive issues around the globe. She received a PhD in future studies and an MA in international education from the University of Massachusetts. This customized TNI seminar educates and trains participants to master the strategies and tactics necessary to reach a durable outcome. Participants will take away a set of skills and tools to immediately—and substantially—improve their negotiating performance.

Crafting Sustainable Labor Negotiations

Labor management relationships between unions and employers are largely defined by negotiation: bargaining contracts, resolving grievances, and handling disputes. Sometimes labor and management facilitate enhanced productivity via special negotiations. The foundation of labor management has three elements: contract bargaining, contract administration, and consultative negotiation, and much like a three-legged stool, every element plays a critical role in supporting successful businesses. The Crafting Sustainable Labor Negotiations seminar helps labor and management professionals engage in productive cycles of virtuous quality, rather than become entrenched in enduring cycles of distrust and sub-optimal results. Participants will engage with a series of challenging bargaining simulations that offer clarity to the advantages and pitfalls of their own negotiation styles through role and reverse-role playing exercises. The faculty instructor for this program has provided mediation and program leadership and management training in productive cycles of virtuous quality, rather than become entrenched in enduring cycles of distrust and sub-optimal results. Participants will engage with a series of challenging and productive simulations that offer clarity to the advantages and pitfalls of their own negotiation styles through role and reverse-role playing exercises. The faculty instructor for this seminar is an experienced mediator and trainer with over 30 years of experience in labor negotiations. She has developed a series of case studies and exercises to help participants understand the key components necessary to guide each phase of the negotiations process. Her methodology is designed to help participants develop effective negotiation strategies and tactics that will improve their outcomes in future negotiations.

Search Conferences for Workforce Management

This conference is not about writing mission statements. It is about building consensus around an objective, identifying what projects need to be accomplished to achieve that objective, actually starting work on those activities, and then volunteering and assigning people what must be done. The TNI Conference on Negotiating between partners to come to swift conclusions.

Negotiating Strategic Alliances & Partnerships

In an age when co-creating and collaboration is replacing competition, the need for negotiation skills between alliances and partners has never been more evident. Discover ways of saving time, energy, money, and resources by bridging relationships and aligning your company/brand with the right parties. Because communication is crucial in managing relations, Negotiating Strategic Alliances & Partnerships offers the most advanced methods of clear and concise communication. The TNI Faculty Instructor for this program’s experience in negotiation spans a wide variety of industries including technology, pharmaceutical, financial, energy, core, law, government, and education. Her executive training focuses on developing leadership, negotiation, and collaborative communication skills. She has helped a series of organizations prepare for major negotiations by managing cultural and communication challenges, implementing major leadership development and change initiatives. She has worked extensively in Europe, the Middle East, Asia, Australia, and Latin America. In addition to training and consulting, the faculty instructor practiced law at an entertainment law firm in Los Angeles and worked as one of the Alternative Dispute Resolution (ADR) Attorneys at the US Postal Service. She previously served on the faculty of Cornell University’s School of Industrial and Labor Relations and the National Academy of Sciences. She has devoted more than 30 years toward the practice and principles of industrial organizational change with a keen focus on enhancing and improving the role of the stage of the alliance life cycle. She has worked extensively in Europe, the Middle East, Asia, Australia, and Latin America. In addition to training and consulting, the faculty instructor practiced law at an entertainment law firm in Los Angeles and worked as an Alternative Dispute Resolution (ADR) Attorney at the US Postal Service. She previously served on the faculty of Cornell University’s School of Industrial and Labor Relations and the National Academy of Sciences. She has devoted more than 30 years toward the practice and principles of industrial organizational change with a keen focus on enhancing and improving the role of the faculty instructor started her career as an attorney in the US Air Force, where her experiences included the deployment, procurement, and production of a $300 million mobile satellite intelligence communications network for use by NATO and United States forces in Europe. She negotiated with officials and government officials to facilitate and advocate for the deployment of satellite intelligence communications networks in Europe, Asia, and the Pacific region. She has also coordinated the integration of intelligence communications projects throughout Germany, Spain, Italy, and the United Kingdom, and led the development of a local area network for intelligence analysts. Participants will be able to immediately put to use the negotiating skills, tactics and knowledge they have learned upon returning to the workplace.
Negotiating Labour in Canada

Negotiating Labour in Canada is a unique program for domestic and international labour negotiators—designed for either the labour or management side of negotiations. The seminar focuses on the top ten leading cases influencing collective bargaining in Canada, highlighting the Canadian bargaining culture and traditions. Negotiating collective agreements is a critically important responsibility for both management and labour. The process and the results of collective bargaining have the potential to either destroy or improve the relationship. Collective bargaining can also alter how effectively management can manage its workplace, as well as the union’s ability to represent the interests of its members. Ultimately, the contents of the collective agreement could lead to either the success or failure of the business. How this process is managed will determine your success at achieving your goals and objectives so that everybody wins. In Canada, there are unique collective bargaining challenges. The legislative and legal footprint underpinning the labour relations process is complex and varies significantly between the regions. Canadian unions operate differently than those in other jurisdictions. The tactics companies and or unions employ to achieve their goals are formidable. Understanding Canadian legislation along with key legal decisions will give negotiators on either side a leg up in securing the new agreement. Understanding how Canadian unions and companies operate and the tactics they use before, during, and after bargaining will give you the inside edge on how to avoid conflict. Whether you are assisting with negotiations as a strategic advisor, negotiating for the first time, or acting as the chief negotiator, this two-day program will give your team strategies and skills that seasoned bargainers use in Canada to achieve excellent results. Learn how successful negotiators are able to manage this delicate process and achieve measurable results. Instructors create customized, from-scratch case studies to address your specific negotiations. The faculty instructor for this course is a specialist in labour relations and human resources management, focusing on the legal side of labour management. Throughout his career he has administered over 250 separate collective agreements throughout all Canadian provinces involving all of the major trade unions including Teamsters; United Food and Commercial Workers (UFCW); Canadian Autoworkers union (CAW); Communication, Energy and Paperworkers union (CEP); Steelworkers, Labourers International Union of North America (LIUNA); Bakery, Confectionary and Tobacco Workers (BCT); and public sector unions including Canadian Union of Public Employees (CUPE) and Canadian Office and Professional Employees (COPE). The faculty instructor is also a specialist in non-union change management operations and processes. Participants will return to their workplace with a set of tools and skills that will enable them to immediately—and substantially—improve their negotiating performance.

Negotiating with Americans: A Customized Program for Foreign Delegations

The creation and maintenance of positive cross-cultural relationships is a foundation of successful global business. For businesses outside of the US, it is important to recognize cultural differences and understand American negotiation styles in order to maintain positive client relationships, Negotiating With Americans is a TNI-customized seminar that provides insight into the many facets of American business culture, creating a platform for successful negotiations or partnerships between your firm and American counterparts. TNI faculty instructors have diverse professional experience dealing with a variety of business affairs on every continent. Their deep experience in cross-cultural dynamics and global commerce will give your firm a glimpse into the minds of American business players across a spectrum of industries and help you to achieve a successful negotiation outcome. Participants will return to their workplace with a set of tools and skills that will enable them to immediately—and substantially—improve their negotiating performance.

- Determine clear goals and objective
- Know how to prepare for your negotiations
- Maximize leverage and use it in strategy
- Understand common mistakes made in Labour negotiation
- Learn to overcome sources of impasse in bargaining
- Learn techniques to ratify final agreements
- Understand how Canadian legislation affects bargaining activities
- Discover how unions operate in Canada and the strategies they employ to achieve their goals
- Learn about bargaining domains

The Art of Negotiating for Sales
Sales in the New Economy: Prospecting & Business Growth
Sales in the New Economy: Advanced Sales Management
The Art of Presentation for Sales
Sales

Tools that drive profits, foster key relationships, and promote business growth

The Art of Negotiating for Sales

The Art of Negotiating for Sales is an interactive program fully customized for your organization. We work closely with you to determine the seminar content, then write all cases, exercises, and practice negotiations from scratch to meet your needs. We build in the real-world complexities and constraints your team actually faces. Participants gain knowledge and skills they can immediately use to achieve real, bottom-line results. Negotiation takes place amid the shifting sands of the real and the apparently real, the honest and misleading, the true and the bluff. But underneath these shifting sands is a clear, easily understood structure that underlies all negotiations, regardless of their complexity. Your team will learn this underlying structure, plus specific tactics and strategies for their real-world challenges. Negotiations take place under pressure and the stakes are real. The effective sales negotiator must be able to analyze, plan strategically, and perform in a stressful environment. We’ll introduce seminar participants to powerful new negotiating skills, but skill development requires practice. Therefore, more than half of your seminar will be devoted to skill building. Participants will learn new skills, then put them to use in a realistic negotiating environment. They’ll receive feedback on their performance and take away a set of tools and skills to immediately— and substantially—improve their negotiating performance. Click here for information on post-seminar sales program options that aim to enhance performance and promote on-going results. This customized TNI seminar is designed to have a direct and positive effect on your sales force, teaching them actionable negotiation skills they can immediately apply and benefit from upon returning to the workplace. This program is also available in Spanish.

Sales in the New Economy: Prospecting & Business Growth

Best-practice sales techniques are changing rapidly in today’s technology-saturated world. This seminar addresses proven techniques that empower sales people to win business in hyper-competitive environments. Firms have an opportunity to dramatically increase sales by embracing new technologies and evolved strategies that are introduced in this seminar. Consistent success—both in sales and in the field—requires a distinct strategy, a repeatable process and a clear plan to execute with commitment and passion.

Sales in the New Economy: Prospecting & Business Growth is a highly interactive program that shares a consultative approach and provides the ideal foundation for all levels of salespeople. In this customized TNI seminar, participants will learn how to master best practices in hyper-competitive environments. Participants will be able to immediately put to use the confidence, skills, and knowledge they acquire upon returning to the workplace.

- Develop a playbook that ensures the achievement of sales goals
- Regain control of selling time to dramatically increase efficiency
- Learn a fail-proof prospecting call technique
- Receive more referrals than ever before
- Increase the size and close ratio of sales
- Clarify compelling sales goals that increase day-to-day mobilization
- Maximize outcomes without increasing effort
- Increase average transaction size

Sales in the New Economy: Advanced Sales Management

Organizational sales strategy has become an important indicator in today’s media-rich economy. The game of selling has completely changed, not just those in the field, but also those managing and developing corporate strategy. If management fails to provide an aggressive but balanced strategy to grow sales, the organization will struggle to succeed in a more customer-centric, transparent marketplace. This program will provide a launch pad to increase revenue without dramatic changes to your sales culture—participants will learn to diversify sales strategies and adapt to the selling environment.

Sales in the New Economy: Advanced Sales Management deploys universal sales strategies to pertinent aspects of your sales pipeline, giving your sales force insight into tactical aspects of successful sales strategies in the new economy. A number of small tweaks to current sales efforts can lead to a completely different selling outcome for the sales team and organization. This customized TNI seminar instills best-practice methodologies for organizational players in the sales field. Upon program completion, participants will be prepared for today’s customer-centric marketplace and return to work with actionable sales skills they can immediately put to use that will make them more efficient and productive.

- Learn simple strategies to lower barriers to prospects
- Develop referral systems that make existing customers your best salespeople
- Motivate salespeople to become more disciplined and goal-oriented
- Effectively train salespeople to obtain a budget from prospects
- Cross-sell and bundle strategies that provide more value to clients and increase sales
- Help salespeople close more sales than ever before
- Support salespeople in achievement of sales goals

The Art of Presentation for Sales

The Art of Presentation for Sales seminar is a unique program designed to advance the presentation and communication skills of sales professionals in any industry for account entry, current client/key accounts, and the development of effective sales presentations. Participants will learn to present at a meeting with a prospective new client and convince the client that the brand, reputation, knowledge, and value of the participants is what the client needs. Participants will also learn how to present non-technical information (such as title content), cross-sell additional products and/or services, deepen relationships, synthesize information, tell a story through slides, tailor presentations to the audience (including inductive/deductive logic), and explore techniques such as issues-based analysis and Minto methods. The instructor for this program is an internationally recognized expert in the field of presentation, interpersonal communications, influence, and sales communication skills. Over the past 20 years he has trained and coached hundreds of corporate leaders in presentation and public speaking skills at companies such as Amgen, Citigroup, Ernst & Young, HP, Lockheed Martin, Sony Pictures, State Farm Insurance, Symantec, Toyota, Warner Bros. Disney, Nissan, Taco Bell, and NBCUniversal. Classically trained at The Juilliard School, Drama Division, the instructor was a professional actor for more than 20 years and appeared in more than 100 plays, films, and episodes of television. This customized TNI seminar is greatly39 designed to enhance the presentation and communication skills of sales professionals in any industry. Participants will be able to demonstrate their newly acquired knowledge and skills upon returning to the workplace. Click here for information on post-seminar reinforcement program options such as one-on-one coaching, video feedback, and/or continuing education webinars.

- Deliver sales presentations standing up, around a table, on screen, to an audience or via web (if applicable)
- Present a new product to an audience at the client’s location or via web
- Engage in a successful Q & A session with a laid-back and forth dialogue with a client that a webinar event
- Present at industry conferences or trade shows
- Gain a well-rounded vision of your personal strengths and areas for growth as a presenter
- Progress and advance several types of presentation applications and practices
- Manage nervousness, develop a template for delivering your message memorably, and handle questions effectively
The Art of Negotiating for Procurement

Developing and Negotiating Owner Procurement Contracts for Industrial and Power Generation Facilities

Procurement Negotiation for Businesses in China

Procure to Pay (P2P) Upgrades: A Seminar on Successful Change Management

Procurement
Procurement

Tools to strategically negotiate purchase orders and contracts for significant cost savings, by thinking like a supplier

The Art of Negotiating for Procurement

The Art of Negotiating for Procurement is a valuable seminar that provides purchasing professionals and others with a powerful set of strategic and tactical negotiation tools. Procurement is a profit center and every dollar of cost savings or cost avoidance achieved through effective negotiations has a positive effect on the bottom line. With the rise of sophisticated and well-trained sales teams, purchasers are finding it increasingly difficult to negotiate with suppliers. Without advanced negotiation skills, it is easy to make mistakes and give away valuable information that undermines procurement’s ability to negotiate the best deal. Starting with the preplanning process through to the final agreement and implementation, this seminar will show participants how to think like a supplier, anticipate a supplier’s next moves, negotiate effectively, and reach agreements that are highly beneficial to your organization. The seminar has benefits not only for procurement professionals, but it can also benefit those who interact with suppliers. It provides non-procurement professionals with insights on how to partner effectively with procurement to achieve outstanding negotiation results with their suppliers. The faculty instructor will walk closely with participants to determine seminar content and will write case studies, exercises, and practice negotiations from scratch to meet the unique needs of participants, building in real-world complexities and constraints your team actually faces. This seminar also features an interactive program where participants will learn to negotiate through interactive exercises and role-playing scenarios tailored to your organization’s specific needs. Advanced principles, strategies, and tactics of negotiation will also be covered in depth, with an emphasis on purchasing and managing deals. Participants can learn valuable skills that optimize success not only in procurement, but also in many other aspects of business and life. Participants who take this customized TN seminar will return to their jobs with a set of tools and skills that can immediately and substantially improve their negotiating performance.

Developing and Negotiating Owner Procurement Contracts for Industrial and Power Generation Facilities

In order to deliver projects faster, industrial and power generation facilities owners and developers work directly with vendors and suppliers of major equipment and materials. While this ensures lower cost and greater operational control, the nuances of procurement contracts sometimes lead to problems. This Developing and Negotiating Owner Procurement Contracts for Industrial and Power Generation Facilities seminar prepares participants to select, plan, develop, and negotiate procurement contract provisions so that major procurement contracts align with the overall project design and construction goals. The many benefits and substantial risks of this type of project management will be addressed at length to help participants proactively reduce problem scenarios during active project construction and avoid unplanned delays. Throughout the this seminar, participants will be encouraged to develop risk mitigation and negotiation strategies based on proven case studies. To alleviate future misunderstandings, key contract clauses and risk allocation issues will be discussed from the perspectives of owners and suppliers (both domestic and international), giving participants a full-circle view of the industry-specific issues at hand. The faculty instructor for this seminar is an expert in construction project management, contract negotiation, change order negotiations, and claim avoidance. He has 35 years of experience in the design and construction industry working for project owners, contractors, and design professionals. For more than 20 years, the instructor has provided general counsel, risk management, and other legal advisory services to engineering and scientific professional service firms, owners, and contractors. His practice emphasizes the importance of training and consulting to improve construction project performance by resolving issues and disputes effectively. He is also a claims manager with 20 years of experience with a multinational firm. Throughout this seminar, participants will learn about risk mitigation and negotiation strategies. When they return to their jobs, they’ll have actionable skills they can immediately use to reduce the cost and risk of major procurement contracts.

Procurement Negotiation for Businesses in China

Supply chain management is a multifaceted specialty that has both direct and nuanced impacts on businesses. The Procurement Negotiation for Businesses in China seminar explores the variety of factors that create impact on supply chains and builds a repertoire of best practice methods and techniques to maintain a supply-positive supply chain. By illustrating lessons learned from other industries, participants are able to select features and tactics that are relevant to their own firm’s management style. Furthermore, participants are encouraged to engage in value-added negotiation techniques that can enhance overall supply chain performance. The faculty instructor for this program is a Chinese national with extensive experience in government and private sector leadership roles in China and the US. An acclaimed academic expert of negotiation, the instructor is currently a fellow at the Harvard Negotiation Project at Harvard Law School. In this customized TN seminar, participants will learn best practices for supply chain management, giving them negotiation skills, tools, and strategies they can employ immediately in dealing with business interests in China. This seminar can be presented in Mandarin Chinese, English, or a combination of both.
Procure-to-Pay (P2P) Upgrades: A Seminar on Successful Change Management

Procure-to-Pay (P2P) Upgrades: A Seminar on Successful Change Management examines the processes that encompass all activities involved in acknowledging a need, sourcing a product or service to meet that need, and completing required financial transactions in a proper and efficient manner. Many organizations recognize that their P2P processes have over time become cumbersome, error-prone, and costly to operate, and do not provide the foundation required to build effective spend analyses and sourcing strategies. This first of three sessions provides an overview of the P2P processes and defines the roadmap for change that organizations will need to follow as they seek to improve this important organizational activity. This seminar defines a process map that illustrates a “typical” P2P process and defines organizational improvement projects of P2P systems, setting the stage for Part 2 of this series. The faculty instructor for this program is a renowned thought leader in supply chain management and is an industry expert in category management, strategic sourcing, supply market intelligence, and supplier development. The instructor serves as a professor of supply chain management at North Carolina State University’s Poole College of Management and as an adjunct professor at the Supply Chain Management Research Group at the Manchester Business School. He is a prolific author and globally recognized leader in the field, contributing regularly to the intellectual capital of supply chain management. This customized TNI seminar revitalizes your firm’s procure-to-pay processes and offers participants a clear roadmap for improving this vital activity. Upon returning to the workplace, participants will immediately be able to put to use the P2P skills and processes they learned in the seminar.

- Gain a comprehensive understanding of the P2P implementation process;
- Define the P2P process and internal/external functional contact in the process;
- Describe a process map of the stages in a “typical” P2P process;
- Define buying channels and the types of buying channels, as well as the benefits of each;
- Understand why P2P systems are advantageous;
- Understand the fundamentals of P2P implementation;
- Understand the core processes required for data cleaning and analysis.

Supply Chain Management

Strategic Category Management
Strategic Cost Management
Warehousing & Distribution Operations
Global Supply Chain Management
Applying Toyota Production System (TPS) Management Principles for Lean Supply
Collaborative Logistics Management in Supply Chains
Negotiating to Drive Supplier Performance Improvements
Best Practices in Relationship Management for Small to Mid-Sized Entrepreneurs (SME) in the Supply Chain
Strategies for Effective Supply Chain Diversity Programs
Strategic Supply Chain Management Negotiation
Creating a Lean Supply Chain
Financial Skills for Supply Chain Professionals
Legal Basics of Contracting for Supply Managers
Stakeholder Engagement for Category Management
Creating Sustainable Value: Sourcing and Supplier Relationship Management
Value Engineering and Analysis in Supply Management: Optimizing Projects, Products, and Processes
Effective Supply Chain Team Leadership
Procurement Negotiation for Businesses in China
2017 Customized Programs

Supply Chain Management
Tools to drive supplier performance improvements and increase the bottom line

Strategic Category Management
Strategic category management stems from the recognition that a single technique to identify and select suppliers is limiting and insufficient. The purpose of strategic sourcing is to obtain the right supplier for the company’s need—taking into account competition, market dynamics, supply reliability, switch-out costs, and similar factors. This valuable program covers key elements of strategic sourcing and category management including best practices, tools, techniques, and solutions—followed by exercises in which participants apply the tools they’ve learned with instructor coaching sessions and a presentation of templates and analyses. The faculty instructor for Strategic Category Management is a renowned thought leader in supply chain management and is an industry expert in category management, strategic sourcing, supply market intelligence, and supplier development. The instructor serves as a professor of supply chain management at North Carolina State University’s Poole College of Management and as an adjunct professor at the Supply Chain Management Research Group at the Manchester Business School. He is a prolific author and globally recognized leader in the field, contributing regularly to the intellectual capital of supply chain management. This customized TNI seminar will strategically expand the ability of participants to identify and select a broader range of suppliers, enabling them to be more efficient, productive, and profitable upon returning to work.

Strategic Cost Management
The Strategic Cost Management program enables your supply chain experts to improve their cost management abilities. Cost modeling and procurement preparation case studies are deployed for simulated negotiations tailored to align supply cost best practices with the purchasing interests of your firm. By building and working through detailed execution strategies, participants learn how to effectively bring priorities forward to every negotiation. The faculty instructor for this program is a renowned thought leader in supply chain management and is an industry expert in category management, strategic sourcing, supply market intelligence, and supplier development. The instructor serves as a professor of supply chain management at North Carolina State University’s Poole College of Management and as an adjunct professor at the Supply Chain Management Research Group at the Manchester Business School. He is a prolific author and globally recognized leader in the field, contributing regularly to the intellectual capital of supply chain management. This customizable TNI seminar expands the ability of participants to prepare and conduct a strategic negotiation. Participants will be more efficient, productive, and profitable upon returning to work.

Warehousing & Distribution Operations
Warehousing & Distribution Operations addresses finite points of organizational logistics issues to streamline overall supply chain operations. The competitiveness of a firm often hinges on the efficiency of distribution operations and the Warehousing and Distribution Operations seminar specifically addresses best-practice methods of distribution management, facility design (including “green” tech and automation), and reverse logistics. The seminar is designed to cultivate key areas that need improvement in an effort to elevate effective standards of practice at your firm, including identifying key processes that you should be considering and why. The faculty instructor for this seminar is a seasoned supply chain professional with more than 30 years of experience working with manufacturers, wholesale distributors, and third-party service providers in the automotive, paper, pharmaceutical, and consumer packaged goods industries, among others. He is an early adopter of lean supply chain methodologies and has based his numerous successes on the salient philosophy that waste can and must be eliminated to increase the bottom line. He is now the managing director of the University of San Diego’s Supply Chain Management Institute where he is building a bridge between academia and private interests for collaboration of progressive supply chain management studies. This customized TNI seminar will empower participants to streamline supply chain operations. Immediately upon returning to work, participants will be able to employ best-practice methods of distribution management, facility design and reverse logistics, and other skills and tactics learned at the seminar.

Global Supply Chain Management
Globalization is a reality and supply chain professionals are the pivotal facilitators who can make or break international relationships. The Global Supply Chain Management seminar provides insight into the key trends in global transit, demonstrating the drivers and trade-offs of sourcing decisions. It will define potential risks and rewards of sourcing from low-cost countries. Participants will discuss issues related to the practice of sourcing, manufacturing, transporting, and distributing products outside of the US. Special focus will be paid to China and customized case studies will be examined for experiential learning. The faculty instructor for this seminar is a seasoned supply chain professional with more than 30 years of experience working with manufacturers, wholesale distributors, and third-party service providers in the automotive, paper, pharmaceutical, and consumer packaged goods industries, among others. He is an early adopter of lean supply chain methodologies and has based his numerous successes on the salient philosophy that waste can and must be eliminated to increase the bottom line. He is now the managing director of the University of San Diego’s Supply Chain Management Institute where he is building a bridge between academia and private interests for collaboration of progressive supply chain management studies. This customized TNI seminar will demystify global supply chain management, delineating its risks and rewards, and offer best practices and tools participants can immediately benefit from upon returning to the workplace.

- Work through your own category and identify sources of market intelligence
- Work through the details of how to build a sourcing strategy
- Understand business intelligence
- Know the differences between strategic sourcing and category management in terms of approach
- Know the basics of stakeholder engagement
- Understand market assessment tools
- Understand hidden costs (value, time, etc.)

- Improved negotiation skills/techniques
- Practical cost modeling
- Best-practice negotiation skills for your industry
- How to prepare for a strategic negotiation
- Conduct a cost modeling effort
- Work through the preparation of procurement negotiations and build a strategy
- Work through details of how to execute strategy as a group

- Recognize and execute key processes using best practice methods
- Identify technology gaps or excess, plan appropriately
- Understand how to best deploy resources for fast, effective service
- Improve operational efficacy

- Gain perspective to make foreign sourcing successful
- Be prepared to create positive change
- Know the variables and understand how to manipulate situations to your benefit
- Learn the risks and rewards of foreign sourcing
- Understand global trends and their significance on your business
Applying Toyota Production System (TPS) Management Principles for Lean Supply

Lean supply has aligned production and distribution with cash flow for countless businesses, so why are you still buying in bulk only to have your cash reserves depleted? Toyota Production System (TPS), or Lean, enables producers, manufacturers, and service providers to leverage geography, finances, and production speed to benefit your customers, stakeholders, and bottom line. This seminar implements real-world examples that illustrate methods to identify value-added activities and eliminate wasteful practices. Participants will gain an understanding of TPS and how it can effectively be applied to improve overall supply chain performance.

In the Applying Toyota Production System (TPS) Management Principles for Lean Supply seminar, the instructor will share technical advice to transform your organization to a Lean production culture.

Collaborative Logististics Management in Supply Chains

As manufacturers continue to eliminate waste through just-in-time and small-batch production, suppliers have had to deliver smaller batches of material more often. This situation has put a strain on the logistics networks simply because more trips are taken with less volume shipped during each trip. Collaborative logististics management is the solution to this logistical problem. Providing companies in the same area with the option to collaborate on their logistics deliveries when delivering to the same area, allowing less trips overall. The Collaborative Logististics Management in Supply Chains program targets these participants, which are the teams that work hard to establish or manage their own collaborative logistics network. Through collaborative logististics, companies can achieve new efficiencies and cost savings.

In the Collaborative Logististics Management in Supply Chains program, participants will learn how to establish and manage their own collaborative logistics systems. Through collaborative logististics, companies will achieve new efficiencies and cost savings. The program is customized for each company, providing them with the knowledge and tactics needed to implement a sustainable solution for their businesses.

Negotiating to Drive Supplier Performance Improvements

Does the productivity of your firm rely on the mercy of your supplier? This program addresses this common problem by training procurement specialists in best practice methods of supply chain management. Participants will define clear negotiation processes to align relationships with contracted manufacturers for changes to data, scores, and specification requirements. This seminar builds customized, streamlined negotiation processes for forward thinking supply chain and procurement managers.

Long-term business and trade relationships mean continued negotiations with favorable outcomes; this seminar grants the intellectual tools to achieve success. The faculty instructor for Negotiating to Drive Supplier Performance Improvements is a renowned thought leader in the field of procurement negotiation and supply chain management and is an expert in strategic sourcing, supply market intelligence, and supplier development. The instructor serves as a Professor of Supply Chain Management at North Carolina State University’s Poole College of Management and as an Adjunct Professor at the Supply Chain Management Research Group at the Manchester Business School.

The seminar focuses on improving participant skills through negotiation exercises, case studies, and interactive simulations. This customized TNI seminar shows participants how to streamline negotiation processes and drive supplier performance improvements. When participants return to their workplaces, they will immediately be able to put those supply chain best practices to use.

Best Practices in Relationship Management for Small to Mid-Sized Entrepreneurs (SME) in the Supply Chain

The development of the global economy is offering small/mid-sized entrepreneurs (SMEs) opportunities to engage with your corporate supply chain. These businesses provide greater flexibility for supply chain managers, but a typical SME has limited access to capital. In order for large companies to maintain positive relationships with these firms, it is becoming increasingly necessary to understand the growth challenges facing SMEs.

The seminar for Best Practices in Relationship Management for Small to Mid-Sized Entrepreneurs (SMEs) in the Supply Chain provides supply chain managers with the skills necessary to engage with SMEs and create sustainable growth. The faculty instructor for this program is a specialist in advanced negotiation strategies for small/mid-size entrepreneurs and international conglomerates. He is a partner at one of the world’s top ten law firms with a practice focusing on business growth for companies at all stages, developing strategies to leverage intellectual property and technology assets, as well as international corporate transactional and franchising matters. Serving in faculty and adjunct professorial roles at Georgetown University and University of Maryland, the instructor has been widely published in print, radio, and television media. This customized TNI seminar will enable supply chain managers to develop and grow relationships with small/mid-sized entrepreneurs. Participants in the seminar will learn actionable skills and tactics they will be able to immediately put to use upon returning to the workplace.
Strategies for Effective Supply Chain Diversity Programs
Supplier diversity programs benefit corporate social responsibility (CSR) initiatives and establish diverse relationships with dynamic suppliers. Begun as social commitments, these programs have been proven as a best-practice innovation for profitability in dynamic supply chains. The Strategies for Effective Supply Chain Diversity Programs seminar introduces proven methodologies to integrate supplier diversity programs into your firm’s practice. By engaging with case studies from relevant firms that implement robust supplier diversity programs, like AT&T, IBM, ExxonMobil, Coca-Cola, and GE, participants will learn about the potential problems and applicable solutions regarding relationship management and production expectations when developing supplier diversity programs. Participants will learn proven techniques to successfully implement diverse supply chains and build sustainable relationships with small to mid-sized suppliers. The faculty instructor for this program is a specialist in advanced negotiation strategies for small/mid-size entrepreneurs and international conglomerates. He is a partner at one of the world’s top ten law firms with a practice focusing on business growth for companies at all stages, developing strategies to leverage intellectual property and technology assets, as well as international corporate transactional and franchising matters. Serving in faculty and adjunct professorial roles at Georgetown University and University of Maryland, the instructor has been widely published in print, radio, and television media. In this customized TNI seminar, participants will learn how to establish a diverse supply chain and durable relationships with dynamic suppliers. Participants in the seminar will learn actionable skills and tactics they will be able to put to use immediately upon returning to the workplace.

Creating a Lean Supply Chain
Most discussions of lean management focus on internal manufacturing while ignoring many improvement opportunities that exist across the supply chain. Creating a Lean Supply Chain presents an end-to-end perspective of lean that moves beyond the traditional and often narrow view of lean supply. Special emphasis is given not only on how to eliminate supply chain waste, but also how to eliminate complexity. The workshop includes lectures, videos, current readings and case analysis. The faculty instructor is a renowned thought leader in the field of procurement negotiation and supply chain management and is an expert in strategic sourcing, supply market intelligence, and supplyer development. The instructor serves as a Professor of Supply Chain Management at North Carolina State University’s Poole College of Management and as an Adjunct Professor at the Supply Chain Management Research Group at the Manchester Business School. He is a globally recognized leader in the field, contributing regularly to the intellectual capital of Supply Chain Management. In this customized TNI seminar, participants will learn how to create a Lean Supply Chain from an end-to-end perspective and the skills, tactics and knowledge learned can be immediately implemented when participants return to their workplace.

Financial Skills for Supply Chain Professionals
Financial Skills for Supply Chain Professionals is an interactive seminar focused on improving financial and quantitative skills. Supply managers lead and participate on teams that require knowledge of financial techniques. Participants will be exposed to areas that require financial skills, including capital equipment processes focusing on various financial evaluations such as net present value and internal rate of return. Increase your capability to analyze supplier’s price/cost proposals, including establishing target prices, evaluating discounts and price breaks, performing a break even analysis. Due diligence to determine a supplier’s financial strength via financial analysis and future prediction techniques are discussed, along with analysis of their cash flows. Attendees will also be exposed to indexing as a benchmarking technique comparing market prices to your organization’s prices and as a tool to forecast future prices and advanced financial techniques such as hedging. Finally learn how inventories are evaluated and booked for accounting purposes and the budgeting process. Participants should bring either a laptop computer or a calculator and be prepared to discuss financial challenges faced in their own work environment. The faculty instructor for this program is a Certified Purchasing Manager and a globally-renowned thought leader in supply chain management—and is The Negotiation Institute industry expert in e-Purchasing, logistics, supply chain sourcing strategies, and supply management negotiations. He has had engagements with large corporations such as A&T, Corning Inc., Dunn & Bradstreet, Ericsson, Fisher Scientific, Motorola, General Electric, Phelps, Bowes Inc., Siemens, MARS, SAFT America, EMC, and Kimberly Clark in the United States, Europe, Australia and Saudi Arabia. He is also a Professor of Purchasing & Supply Chain Management at Poole College of Management, where his primary academic and consulting interests are in the areas of supply chain risk, global sourcing, relationship/tenant management and utilizing social media in supply management. After earning a bachelor’s degree in industrial engineering at Purdue University, this instructor began a successful career with Westlinghouse, purchasing commodities such as steel, copper and insulation for large power transformers in excess of $30 million.

Strategic Supply Chain Management Negotiation
The Strategic Supply Chain Management Negotiation seminar explores the vital role played by supply management in achieving overall effectiveness in a global economy. The seminar examines how supply management becomes a strategic contributor by developing strategies that create top- and bottom-line corporate value, nurturing supplier relationships that lead to competitive advantage, and taking actions to become a preferred customer to suppliers. The seminar stresses supply management best practices and features lectures, current topics and readings, and cases. The faculty instructor is a renowned thought leader in the field of procurement negotiation and supply chain management and is an expert in strategic sourcing, supply market intelligence, and supplier development. The instructor serves as a Professor of Supply Chain Management at North Carolina State University’s Poole College of Management and as an Adjunct Professor at the Supply Chain Management Research Group at the Manchester Business School. He is a globally recognized leader in the field, contributing regularly to the intellectual capital of Supply Chain Management. In this customized TNI seminar, participants learn how to create a competitive advantage for their firm by strategically managing the supply chain. Participants will learn tools and strategies they can implement immediately upon returning to the workplace.

- Proven supplier diversity implementation techniques
- Strategies to build successful relationships with small to mid-sized suppliers
- Learn to implement effective supplier diversity
- Increase profitability and support SMEs
- Establish durable relationships with suppliers

- Gain an understanding of proven strategies in supply chain management
- Learn to enable strategic supply chain management, and understand how to sustain the new supply chain
- Bring competitive advantage to your firm through the supply chain
- Understand how strategic supply management supports the achievement of corporate improvement beyond achieving lowest purchase price
- Understand how strategic supply management fits within your firm’s integrated value chain
- Develop a strong knowledge of leading-edge strategic supply management strategies and processes

- Learn to implement a lean supply chain for your organization
- Increase stakeholder engagement of lean operational methods
- Decrease supply chain waste
- Appreciate the many supply chain benefits available from taking an end-to-end approach to lean supply chain management
- Understand the tools and techniques that support a broader approach to lean
- Identify best practices associated with end-to-end lean supply chain management
- Become proficient in evaluating a supplier’s financial ratios
- Gain an understanding of the elements in financial statements and their assessment
- Increase your understanding of the budgeting process
- Become familiar with the present value techniques used to evaluate capital projects
- Learn to calculate the inventory carrying costs and assess tradeoffs with quantity savings
- Increase understanding of the techniques to evaluate decisions to lease or buy equipment
- Evaluate the components to include in a total cost of ownership sourcing model

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- Increase understanding of the techniques to evaluate decisions to lease or buy equipment
- Evaluate the components to include in a total cost of ownership sourcing model
Creating Sustainable Value: Sourcing and Supplier Relationship Management

Avoid common pitfalls with suppliers and create sustainable relationships throughout your procurement processes. The Creating Sustainable Value seminar is designed to enhance the efficacy of supply chain management via strategic optimization of relationships. Supplier management is a driving component of success and in many instances the individuals carrying this responsibility are suppliers themselves who need to be engaged with and managed according to their needs. This seminar highlights the importance of your firm’s corporate vision with that of supply chain managers and procurement specialists. By managing expectations internally through benchmarking systems, outward relationships with suppliers and other stakeholders may also be aligned with the needs of your firm. Implementing the negotiation methodologies taught in this seminar will further empower the overall productivity of your organization by enhancing the decision-making processes from the top-down. The faculty instructor for this program is a Chinese national with extensive experience in government and private sector business operations in China and the US. He is an acclaimed academic expert on negotiation and is currently a fellow at the Harvard Negotiation Project at Harvard Law School. This 3½ day seminar will customize a program that aligns with your organizational needs and challenges and helps participants create sustainable relationships throughout your procurement process. This seminar can be presented in Mandarin Chinese, English or a combination of both. Participants will be able to immediately put the skills, tactics, and knowledge they have learned to use upon returning to the workplace.

Value Engineering and Analysis in Supply Management: Optimizing Projects, Products, and Processes

Value Engineering and Analysis in Supply Management: Optimizing Projects, Products, and Processes is a seminar that provides an introduction to the principles of VAVE in the supply chain. The focus of the program is on how supply managers and buyers can apply these concepts in their organizations to realize cost improvements and waste reduction while enhancing value for the end customer. Discussions will also cover leveraging support expertise to accelerate the realization of increased supply chain value. The faculty instructor for this program is a Certified Purchasing Manager and a globally renowned thought leader in supply chain management—and is The Negotiation Institute industry expert in e-Purchasing, logistics, supply chain sourcing strategies, and supply management negotiations. He has had engagements with large corporations such as AT&T, Cominc Inc., Dunn & Bradstreet, Ericsson, Fisher Scientific, Motorola, General Electric, Pitney Bowes Inc., Siemens, MARS, SAFT America, EMC, and Kimberly Clark in the United States, Europe, Australia and Saudi Arabia. He is also a Professor of Purchasing & Supply Chain Management, where his primary academic and consulting interests are in the areas of supply chain risk, global sourcing, relationship/talent management and utilizing social media in supply management. After earning a bachelor’s degree in civil engineering from Purdue University, this instructor began a successful career with Westinghouse, purchasing such commodities as steel, copper and insulation for large power transformers in excess of $36 million. 

Stakeholder Engagement for Category Management

Organizations are facing increased uncertainty in supply markets, and sourcing category managers need to monitor market conditions in order to build strategies that exploit opportunities and mitigate risk. When building sourcing category strategies, managers need to begin by fully understanding stakeholders in order to begin the process of market intelligence data collection and analysis. The Stakeholder Engagement for Category Management program provides a set of guidelines for structuring this engagement process throughout the entire category strategy development process. The program provides insights into the five key steps that managers need to take in engaging stakeholders before, during, and after a category strategy is developed. Participants will identify the importance of spending time with stakeholders to understand their competitive priorities and, in teams, identify opportunities and assess them based on potential and complexity. Each team must then consider the critical questions to which stakeholders need answers and the type of information that can best help them answer these questions and make decisions. Next, the team will identify approaches for delivering the information and addressing additional questions that come up. Finally, the team must decide what information requires updating, and how often updates need to occur to be effective. The program concludes with an overview of the types of skills managers need to develop in order to work effectively with stakeholders. The faculty instructor for this program is a renowned thought leader in supply chain management and is an industry expert in category management, strategic sourcing, supply market intelligence, and supplier development. The instructor serves as a professor of supply chain management at North Carolina State University’s Poole College of Management and as an adjunct professor at the Supply Chain Management Program at the Manchester Business School. He is a prolific author and globally recognized leader in the field, contributing regularly to the intellectual capital of supply chain management. This customized approach gives category managers a roadmap for how to engage stakeholders before, during, and after strategy development. Skills and tactics learned at the seminar can immediately be put to use when participants return to the workplace.

Value Engineering and Analysis in Supply Management: Optimizing Projects, Products, and Processes

- More effectively frame the specific issues that need to be addressed in regards to price, contract terms, and specific requirements
- Develop key alternatives to and establish objective outcomes
- Build relationship capital over time that will encourage suppliers to engage earlier and provide improvements
- How to add value, where to improve and why

Legal Basics of Contracting for Supply Managers

Every purchase order awarded to suppliers creates a legal obligation on the buying organization. Properly understanding the legal basis for making sound business decisions is becoming ever more critical with “legalize” as an important part of the supply management function. The seminar Legal Basics of Contracting for Supply Managers focuses on the contract terms and conditions that become part of the purchase order. It provides an understanding of the rights and obligations when contracting under UCC Section 2 as well as other various laws that impact supply management. The intent of this seminar is to provide a legal framework in a business sense that facilitates commerce, while protecting the purchaser’s position and minimizing risk in contracting. The faculty instructor for this program is a Certified Purchasing Manager and a globally renowned thought leader in supply chain management—and is The Negotiation Institute industry expert in e-Purchasing, logistics, supply chain sourcing strategies, and supply management negotiations. He has had engagements with large corporations such as AT&T, Cominc Inc., Dunn & Bradstreet, Ericsson, Fisher Scientific, Motorola, General Electric, Pitney Bowes Inc., Siemens, MARS, SAFT America, EMC, and Kimberly Clark in the United States, Europe, Australia and Saudi Arabia. He is also a Professor of Purchasing & Supply Chain Management, where his primary academic and consulting interests are in the areas of supply chain risk, global sourcing, relationship/talent management and utilizing social media in supply management. After earning a bachelor’s degree in civil engineering from Purdue University, this instructor began a successful career with Westinghouse, purchasing such commodities as steel, copper and insulation for large power transformers in excess of $36 million.

- Gain a broad understanding of the Uniform Commercial Code (UCC) Section 2
- Become familiar with the elements of a contract
- Understand your terms and conditions and how they are supported in the UCC
- Become familiar with the contract formation process, breach, and remedies.
- Gain an understanding of how to extract the most from warranties.
- Understand the buyer’s role as an agent of the firm and the rights and responsibilities that come with this designation.
- Develop an awareness for the role of electronic transactions in contracts.

- Acquire advanced tools that will help executives to diagnose the pertinent conditions of buyer-supplier relationships to identify and realize the trapped source of value.
- Building strategic alliances from the inside out
- Synchronize internal and external negotiations
- Uncover untapped sources of value as well as barriers to realization of maximum value
- Manage complex real-world negotiations
- Enhance decision-making proficiency across the organization
- Improve cross-functional sourcing and procurement strategies
- Enhance executive capacity to design and implement corporate-level approaches to effective supplier negotiations
- Home executive’s skills in managing high-stake, complex supplier negotiations
Effective Supply Chain Team Leadership

Research reveals that while many factors affect the success of work teams, the most powerful predictor of a team’s success is the capability of the team leader. The Effective Supply Chain Team Leadership seminar addresses the kinds of knowledge and skills a team leader requires to be effective from a relationship and task perspective. Participants will become familiar with a work team planning guide and how to use a comprehensive set of assessment tools to evaluate team effectiveness. The seminar includes lecture, exercises, and cases. Special emphasis is given to the issues that participants indicate they encounter when working on teams. The faculty instructor is a renowned thought leader in the field of procurement negotiation and supply chain management and is an expert in strategic sourcing, supply chain management, and supply chain intelligence. The instructor serves as a Professor of Supply Chain Management at North Carolina State University’s Poole College of Management and as an Adjunct Professor at the Supply Chain Management Research Group at the Manchester Business School. He is a globally recognized leader in the field, contributing regularly to the intellectual capital of Supply Chain Management. In this customized TNI seminar, supply chain professionals will learn how to be a more effective team leader. They will return to their jobs with a powerful set of tools that can immediately—and substantially—improve their job performance.

Procurement Negotiation for Businesses in China

Supply chain management is a multitalented specialty that has both direct and nuanced impacts on businesses. The Procurement Negotiation for Businesses in China seminar explores the variety of factors that create impact on supply chains and builds a repertoire of best practice methods and techniques to maintain a sum-positive supply chain. By illustrating alignment lessons from other industries, participants are able to select features and tactics that are relevant to their own firm’s management style. Furthermore, participants are encouraged to engage in value-added negotiation techniques that will enhance overall supply chain performance. The faculty instructor for this program is a Chinese national with extensive experience in government and private sector business operations in China and the US. An acclaimed academic expert of negotiation, the instructor is currently a fellow at the Harvard Negotiation Project at Harvard Law School. In this customized TNI seminar, participants will learn best practices for supply chain management, giving them negotiation skills, tools, and strategies they can employ immediately in dealing with business interests in China. This seminar can be presented in Mandarin Chinese, English, or a combination of both.

- Facilitate the learning process in your organization
- Become an effective leader by incorporating hard and soft leadership skills
- Facilitate team building with clear communication
- Create an understanding of the important link between team leader effectiveness and team performance
- Understand how to view teams as part of a process called learning
- Gain a working knowledge of the hard and soft skills that team leaders require to be effective

- Learn to align your supply chain with the company vision using best practice methods
- Understand how to identify when supplier partnerships are most beneficial and when they may be a detriment
- Build relationship capital over time that will encourage suppliers to engage earlier and provide improvements
- Develop key alternatives to negotiated agreements and establish objective outcomes for the negotiation
- Effective strategies and tactics for procurement negotiation in China
- More effectively frame the specific issues that need to be addressed in regards to price, contract terms, and specific requirements
- Align your corporate vision with necessary suppliers
- Learn how to add value to supplier negotiations
The Negotiation Institute CPN™ - Category Management certification program was designed to set a standard for strategic supply and category management negotiations.

The CPN™ - Category Management program consists of the following eight modules and includes: presentation of materials, case studies, breakout exercises, Capstone, and a final presentation of results to the stakeholders/executives of your organization. Each module is a one or two-day training session on-site at your organization. All modules must be completed within a 12-month period.

- Each module covers key elements of the seven-step sourcing process, including best practices, tools, techniques, and solutions. At intervals throughout each module, participants will break out into category teams to apply the tools—with coaching by TNi Faculty—and present templates and analyses.
- Participants should prepare and bring with them the following materials: High level spend analysis; Current list of suppliers; List of current stakeholders: List of potential competitors and competing industries for supply; Existing supplier scorecards; Sample contracts
- Module VII will involve an online negotiation simulation “Capstone” that will engage the team in understanding how to manage multiple supply chain parameters, and the challenges of managing supply chain relationships from a TCO and risk management perspective.
- During the final portion of Module VIII, participants will combine all material from Module I through Module VII into a set of executive presentations, providing upper management with an overview of the category, with next steps and recommendations for cost savings and improvement.
- Upon successful completion The Negotiation Institute will confirm an official Certificate to each participant upon completion of the Supply Chain & Procurement Certificate program.
Prepare for a procurement negotiation
- Use the PPI index and other sources to understand price variability
- Understand Strategic Cost Analysis and Pricing Analysis
- Discover optimal contracting structures
- Develop a cost model using Should-Cost models and target costing
- Build and Execute a negotiation strategy
- Manage a cost model with multiple suppliers

MULTI-LEVEL SUPPLY MANAGEMENT
MODULE III
Category Management Strategy Development

Strategic category management stems from the recognition that a single technique to identify and select suppliers is limiting and insufficient. The purpose of strategic sourcing is to obtain the right supplier for the company’s need, taking into account competition, market dynamics, supply reliability, switch-out costs, and similar factors. At the end of Module III, participants will be able to answer the following questions:
- How should we position the category relative to market complexity and criticality?
- What are the strategic alternatives to sourcing this category in the market?
- What are the necessary internal change tactics required to deploy this program?
- How do we communicate the market position to stakeholders?

What is the appropriate supplier relationship strategy for this category?
What are the appropriate buying channels for stakeholders to engage with suppliers to receive products and services, and receive them in a timely manner?

MODULE IV
Strategic Cost Modelling

Module IV will cover how to prepare for a strategic negotiation, which begins with conducting a cost modeling effort. Participants will be expected to prepare for a procurement negotiation and build, as well as execute, a strategy. The group will first discuss the key elements of strategic cost management and modeling for negotiation planning. This includes best practices, tools, techniques, and solutions. Participants will also utilize multiple case studies to demonstrate the concepts of strategic cost management and how to use these tools in a negotiation.

MODULE V
Supplier Performance Measurement

Module V covers key elements of supplier performance measurement as a component of strategic category management. Measuring performance is fundamental to the establishment of determining expectations for performance. Participants will conduct a thorough supplier evaluation and analysis based on internal company information and be introduced to the Dunn & Bradstreet Financial Analysis Tool to evaluate financial status of suppliers. Each category team will develop a list of potential suppliers and potential evaluation criteria for the scorecard and detail important issues to include in RFP.

- Supplier presentations/capability assessments
- Procurement plan vs. negotiation plan
- Short-list suppliers & finalize evaluation matrix
- Develop a risk mitigation plan, supplier scorecard/RPIs: Prepare and send RPIs
- Analyze results: complete scorecard and select supplier
- Single vs. multiple sourcing
- Financial ratios and Market power
- Contingency planning
- Set goals and strategic objectives

MODULE VI
Negotiating Supplier Relationships

In order to improve management of supplier relationships, it is important to implement a consistent set of skills and disciplines for better defining the needs of customers. Building a clear Negotiation Process for approaching contract manufacturers and requesting improvements will help stakeholders to: More effectively frame the specific issues that need to be addressed with data, scorecards, and specific requirements.
- Develop key alternatives for improvement and establish objective outcomes for the negotiation.
- Build relationship capital over time that will encourage suppliers to engage earlier and provide improvements to the situation.

Module VI begins with Intelligence Gathering, an interactive dialogue to gain an understanding of the business’ view of their needs, and to help you think through and better document the specific performance issues that are occurring, the measures that can quantify these elements, and how they should be framed. An emphasis is on identifying facts and issues, establishing a position on issues, and determining the key requirements for success will be emphasized. Ideally, this should occur prior to the initial meeting with the supplier, allowing the individual to be better prepared for the initial meeting. In some cases, internal intelligence gathering may reveal that some performance issues are a result of internal communication issues, not always supplier-based issues. Next participants will learn how to document supplier performance with a “Supplier Scorecard”, an analysis for widening the thought process and considering alternative approaches for the negotiation, documenting all of the key issues, problems and current vs. expected performance criteria. It is also important during this process to develop “Least Preferred” and “Best Possible” outcome alternatives, develop a BATNA (Best Alternative to Negotiated Agreement); and recognize supplier issues that may come up. Participants will then learn how to execute a negotiation that motivates suppliers to perform (selling the solution—and determining actions to follow-up on to continue to monitor and improve performance). Techniques for building support and communicating the performance expectation to the supplier will be explored and developed and documented during this part of Module VI. Finally, the group will discover a process for ensuring clarity on timeline and next steps. This part of the process that is important for continuous planning and developing “Lessons Learned” that can be incorporated into future planning and technical development project cycles for suppliers.

- Understand the process of negotiation
- Describe the four stage negotiation process
- Learn the elements of power that occur in a negotiation
- Develop the characteristics of a successful negotiator

“Lessons Learned” in driving supplier performance improvements

CAPSTONE & PRESENTATIONS
MODULE VII & MODULE VIII
Collaborative Supply Chain and Relationship Management

One of the greatest sources of uncertainty in business contract negotiation is the effect of decisions made by external, but interdependent parties to an organization. These parties include not only customers, but suppliers as well. When this line of thought is extended further, the nature of the mutual interdependence of multiple tiers of suppliers and customers upon one another as a “supply chain” becomes clear. An integrated approach to managing supply chains is a central premise upon which negotiation training was developed. Due to the complexities and uncertainties of many supply chain disruptions, (e.g., product/service failures, unplanned delays, etc.) to planned product flows are inevitable. These disruptions may result in negative repercussions to the supply chain and its participants. The discovery of (and recovery from) these disruptions is critical to ensure a smooth flow of products through the supply chain. However, this area has received little attention in supply chain research from both a theoretical and practical standpoint. The need to provide insights into this area is further enhanced by the movement towards supply chains that are lean and time sensitive.

In Module VII and VIII, participants will gain an appreciation of the complexities of the supply chain and the various trade-offs involved. Unfortunately, the natural attitude of many managers is to ensure they’re making the most money, often at the expense of their supply chain partners. In the Module VII “Capstone”, the group will participate in a Supply Chain Simulation that enables them to experience first-hand the effect of various decisions they made on the entire supply chain. The central tenet of this exercise is the importance of mastering the art of negotiating good contracts. Participants will learn, through personal experience, the close relationship between companies in the supply chain and the necessity to ensure that each trading partner performs well in order to set up a supply chain that is both profitable and sustainable. It is our belief that this simulation is a very effective, realistic and feasible mode of educating professionals on negotiating contracts.

- Negotiate effectively and develop collaborative solutions to buyer-supplier business problems
- Discover opportunities for identifying, evaluating, and developing strategic suppliers
- Improve skills in writing contracts, reducing risk, and anticipating legal issues in supply management
- Understand advanced concepts in strategic sourcing processes, demand planning and forecasting
Leadership in Change Management: Negotiating for Internal Success

Crafting Effective Global and Domestic M&A Strategies

Communication, Teamwork, and Leadership in Healthcare

Leadership and Fostering a Culture of Innovation

Implementing Progressive Changes for Healthcare Administration

Key Trends & Best Practices in Driving Shareholder Value

Protecting, Managing & Harvesting Intangible Assets

Leadership
Leadership

Tools to proactively foster a culture of innovation and implement successful change initiatives

Leadership in Change Management: Negotiating for Internal Success

Change is vital to organizational growth, health, and survival: it is also incredibly difficult to execute well. Change initiatives take many forms, but successful initiatives are all too rare. Researchers estimate that only about 20%-50% of major corporate change projects at Fortune 1000 firms have been successful. Leadership in Change Management: Negotiating for Internal Success will engage the stakeholders of your organization to improve your odds by leveraging world-class thought leadership in organizational change and development. This seminar aims to inspire leaders to succeed in managing change. Participants will delve into the fundamental principles that enable change and establish analytical frameworks that are pertinent to management changes. Barriers to change will also be discussed, providing an arsenal of tactics to overcome these barriers via simulated group leadership exercises. These exercises will help develop models for change management deployment using Kotter’s eight-step change management process. Leaders will learn how to introduce and execute a change initiative and lead team discussions to explore best practices in implementation, how to overcome obstacles, and how to align communicative pathways. The faculty instructor for this seminar is an accomplished academician and renowned consultant with specialized interest in change management, strategic management, human resources management (HRM), and organizational development. The instructor has extensive consulting experience in the banking, education, government, and IT sectors and has implemented leadership development training on a global scale. This customized TNI seminar will be developed around participants’ specific goals, objectives, and challenges to help them create a successful change initiative. Upon returning to the workplace, participants will be able to immediately make actionable the negotiating skills, tactics, and knowledge they learn.

- Advanced understanding of the dynamics and challenges involved in change
- Specific approaches to leading organizations through the change process
- Introduce and execute your corporate change initiative: Lead employees to align with successful strategies and overcome resistance and learners to change.

Crafting Effective Global and Domestic M&A Strategies

Global mergers and acquisitions (M&A) activity reached well over $3 trillion in 2012, yet over 70% of transactions are predicted to fail to meet pre-closing objectives within three years after the completion of the deal. The Crafting Effective Global and Domestic M&A Strategies program can be customized as a speaking engagement to suit large audiences or as a comprehensive workshop. Participants will focus on key trends, best practices, structuring challenges, and negotiation issues in crafting an effective M&A strategy.

This seminar contains five key modules:

1. Key Trends and Best Practices in M&A
2. Developing an Acquisition Plan and Strategy
3. Best Practices in Due Diligence
4. Structuring the Deal
5. Post-Closing Integration Strategies

The faculty instructor for this program is a partner at one of the world’s top ten law firms and focuses his practice on business growth for companies at all stages and develops strategies to leverage intellectual property and technology assets as well as international corporate transactional and franchising matters. Participants will have a unique opportunity to gain new perspectives from a prominent figure in corporate and transactional law who has been widely published in print, radio, and television. The instructor has deep expertise in advanced negotiation strategy for small/mid-size entrepreneurs and international conglomerates and also serves in faculty and adjunct professional roles at Georgetown University and the University of Maryland. This TNI seminar will be customized around your organization’s objectives and challenges to help ensure successful M&A activity with Chinese business interests. Participants will be able to immediately make actionable the negotiating skills, tactics, and knowledge they learn when they return to the workplace.

Communication, Teamwork, and Leadership in Healthcare

The Ancient Greek definition of economics is the management of a household as a means to community building. The faculty instructor for the Communication, Teamwork, and Leadership in Healthcare seminar extends this philosophical outlook to engage participants with the concept that increasing brand recognition within your community begins with clear internal communications and structure. This leap involves the increase of bundled payments, the end of fee-for-service processing methodologies, and documentation and transparency becoming administrative destiny. As in child-rearing, different approaches to personal leadership are required for successful deployment of interdependent relationship networks. This seminar is designed to engage participants in proven methodologies to present and defend disruptive change to promote progressive reform to boost internal rapport and outward brand image. The faculty instructor of this seminar is an accomplished surgeon with an MBA, representing an uncommon bridge between administrators and physicians. He received an MBA from the Tuck School at Dartmouth in addition to an MD from Columbia College of Physicians and Surgeons Medical School. His rare expertise in both the practice and administration of hospital organization makes him a thought leader of healthcare change. In this customized TNI seminar, participants will learn how to employ communication, teamwork, and leadership to master the vast changes in the healthcare industry. Skills and tactics learned at the seminar can immediately be put to use when participants return to the workplace.

- Recognize red flags in M&A planning
- Know the ‘Ten Most Common Mistakes’
- Understand the mechanics of due diligence
- Best practices for keeping deals on track
Leadership and Fostering a Culture of Innovation

Corporate cultures that foster creative growth cultivate intangible assets that create innovation and opportunity. The Leadership and Fostering a Culture of Innovation seminar focuses on best-practice methods to establish a culture of innovation in your firm while maintaining alignment with your overarching corporate goals. Participants learn methods to successfully promote innovation and streamline creative processes with organizational elements. Best-practice methods of incentivizing employees through rewards programs will be introduced to further creative goals without excess waste. The instructor will also introduce concepts of corporate leadership via entrepreneurship, greenhousing, and spin-offs—structures for fostering innovation. The faculty instructor for this program is a specialist in advanced negotiation strategies for small/mid-size entrepreneurs and international conglomerates. He is a partner at one of the world’s top ten law firms with a practice focusing on business growth for companies at all stages, developing strategies to leverage intellectual property and technology assets, as well as international corporate transactional and franchising matters. Serving in faculty and adjunct professional roles at Georgetown University and University of Maryland, the instructor has been widely published in print, radio, and television media. In this customized TNI seminar, participants will learn how to build a creative team where innovation is part of the culture. Skills and tactics learned at the seminar can immediately be put to use when participants return to the workplace.

Implementing Progressive Changes for Healthcare Administration

Implementing a change in healthcare administration often reveals barriers to productivity within an organization’s human resources. In the case of highly trained clinicians, engagement with new administrative tools meant to facilitate greater functionality may spark questions regarding the fundamental efficacy of the organization. The Implementing Progressive Changes for Healthcare Administration seminar has been designed by a surgeon and thought leader of healthcare administration to address these barriers and break them down before problems arise. The program is instructive and interactive, utilizing group activities to spur intellectual engagement and propel participants to become proactive leaders. The faculty instructor for this program introduces strategies, tactics, and tools to improve organizational performance via active physician engagement. The overarching goal of this seminar is to boost organizational perception within your hospital and the external brand within your community. Additionally, this seminar is designed to engage participants in proven methodologies to present and defend disruptive change to promote progressive reforms to boost internal rapport and outward brand image. The faculty instructor of this seminar is an accomplished surgeon with an MBA, representing an uncommon bridge between administration and the medical profession. He received an MBA from the Tuck School at Dartmouth in addition to an MD from Columbia College of Physicians and Surgeons Medical School. His rare expertise in both the practice and administration of hospital organization makes him a thought leader of healthcare change. This customized TNI seminar helps participants in healthcare administration establish a collaborative working environment that promotes accountability, innovation, and positive change. Skills and tactics learned at the seminar can immediately be put to use when participants return to the workplace.

Key Trends and Best Practices in Driving Shareholder Value

Today, leaders of governments, universities, and corporations are under greater public scrutiny than ever. The status quo is no longer a viable option. Intangible assets must be harvested effectively from within organizations to add value and raise the bottom line. These potential sources of new revenue are present in every large organization, but it is the job of leaders to extract the intangibles so they drive shareholder value. The Key Trends and Best Practices in Driving Shareholder Value program deploys interactive case studies from the playbooks of Google, IBM, and other leading harvesters of intangibles to educate participants on the best-practice methods of raising shareholder value via intangible asset creation. Participants will engage in a facilitated group exercise to take a deeper dive into their understanding of the strategic value of these assets. The faculty instructor for this program is a specialist in advanced negotiation strategies for small/mid-size entrepreneurs and international conglomerates. He is a partner at one of the world’s top ten law firms with a practice focusing on business growth for companies at all stages, developing strategies to leverage intellectual property and technology assets, as well as international corporate transactional and franchising matters. Serving in faculty and adjunct professional roles at Georgetown University and University of Maryland, the instructor has been widely published in print, radio, and television media. In this customized TNI seminar, participants will learn how to drive shareholder value by recognizing and developing intangible assets. Leadership skills and tactics learned at the seminar can immediately be put to use upon returning to the workplace.

Protecting, Managing & Harvesting Intangible Assets

Intangible property and intangible assets can be leveraged to develop growth in a firm by protecting and efficiently managing the use of these assets. The Protecting, Managing and Harvesting Intangible Assets seminar focuses on driving shareholder value forward by implementing a 360° approach to intangible asset management. To create this full 360° view, the instructor will guide participants through four key modules: Key Trends and Best Practices in Driving Shareholder Value; Fostering a Culture of Innovation; Intangible Asset Management (IAM) Systems; and Protecting and Harvesting Intangible Assets. Each module is topic-specific, but each aligns with the overarching goal to develop corporate assets effectively. The faculty instructor for this program is a specialist in advanced negotiation strategies for small/mid-size entrepreneurs and international conglomerates. He is a partner at one of the world’s top ten law firms with a practice focusing on business growth for companies at all stages, developing strategies to leverage intellectual property and technology assets, as well as international corporate transactional and franchising matters. Serving in faculty and adjunct professional roles at Georgetown University and University of Maryland, the instructor has been widely published in print, radio, and television media. In this customized TNI seminar, participants will learn how to drive shareholder value by recognizing and developing intangible assets. Leadership skills and tactics learned at the seminar can immediately be put to use when participants return to the workplace.
Leadership and Public Speaking

Presentation Skills for Scientific, Technical, or Academic Professionals

The Art of Presentation for Sales

Communication Skills for Accounts Receivable and Collections
Presentation Skills for Scientific, Technical, or Academic Professionals

In the Presentation Skills for Scientific, Technical, or Academic Professionals seminar, participants will learn how to create and deliver memorable presentations that work. The goal is to prepare participants to be confident, respected, and inspiring every time they speak to an audience. This workshop introduces a revolutionary process that revolutionizes one’s speaking style to achieve outstanding results. Attendees will leave this high-energy and interactive seminar with practical tools, and valuable techniques that can be used before an audience, in a meeting or face-to-face with colleagues. Training is collaborative and respectful, enabling participants to master skills they will use every day. By building on individual strengths and personal styles, presenters gain the confidence to become exceptional communicators. Having an “end game” allows participants to practice and implement what they have learned. The faculty instructor for this program will partner with participants during the seminar to ensure the training directly relates to the actual presentation participants use. In this customized TNI seminar, participants will learn how to be confident, respected, and effective speakers. Participants will be able to immediately implement their newly acquired skills and tactics immediately upon returning to the workplace. Click here for information on post-seminar reinforcement program options such as one-on-one coaching, video feedback, and/or continuing education webinars.

Leadership and Public Speaking

Leadership and Public Speaking is a highly interactive seminar built around video-feedback. Participants complete a pre-seminar assessment of their current style of presenting and prepare a 3- to 5-minute slice of an actual presentation. Then, during the first day of the program, the participants learn from each other as they present and receive video feedback. A second day is recommended when each participant meets one on one for one hour with the faculty instructor. Click here for information on post-seminar reinforcement program options such as one-on-one coaching, video feedback and/or continuing education webinars. The instructor for this program is an internationally recognized expert in the field of presentation, interpersonal communications, influence, and sales communication skills. Over the past 20 years he has trained and coached hundreds of corporate leaders in presentation and public speaking skills at companies such as Amgen, Citigroup, Ernst & Young, HP, Lockheed Martin, Sony Pictures, State Farm Insurance, Symantec, Toyota, Warner Bros., Disney, Nissan, Taco Bell, and NBC/Universal. Classically trained at The Juilliard School, Drama Division, the instructor was a professional actor for more than 20 years and appeared in more than 100 plays, films, and episodes of television. The one-on-one TNI seminar, video feedback, and suggestions from fellow participants will transform presenters into highly confident, respected, and effective speakers. Participants will be able to demonstrate their newly acquired skills as an effective public speaker upon returning to the workplace.

The Art of Presentation for Sales

The Art of Presentation for Sales seminar is a unique program designed to advance the presentation and communication skills of sales professionals in any industry for account entry, current clients/key accounts, and the development of effective sales presentations. Participants will learn to present at a meeting with a prospective new client and convince the client that the brand, reputation, knowledge, and value of the participants is what the client needs. Participants will also learn how to present non-technical information (such as top-line content), cross-sell additional products and/or services, deepen relationships, synthesize information, tell a story through slides, tailor presentations to the audience (including inductive/deductive logic), and explore techniques such as issues-based analysis and Minto methods. The instructor for this program is an internationally recognized expert in the field of presentation, interpersonal communications, influence, and sales communication skills. Over the past 20 years he has trained and coached hundreds of corporate leaders in presentation and public speaking skills at companies such as Amgen, Citigroup, Ernst & Young, HP, Lockheed Martin, Sony Pictures, State Farm Insurance, Symantec, Toyota, Warner Bros., Disney, Nissan, Taco Bell, and NBC/Universal. Classically trained at The Juilliard School, Drama Division, the instructor was a professional actor for more than 20 years and appeared in more than 100 plays, films, and episodes of television. This customized TNI seminar will greatly increase the presentation and communication skills of sales professionals in any industry. Participants will be able to demonstrate their newly acquired knowledge and skills upon returning to the workplace. Click here for information on post-seminar reinforcement program options such as one-on-one coaching, video feedback, and/or continuing education webinars.

Presentation Skills for Scientific, Technical, or Academic Professionals

- Manage nervousness, projecting confidence and credibility
- Build rapport and trust with the audience; identify the difference between connection and perfection when speaking
- Leverage two of the most powerful and unique tools you have — your voice and body
- Craft a presentation that engages the audience “gives it,” organizing the content to effectively convey the message
- Integrate media / PowerPoint to maximize and enhance the impact of the message
- Engage your audience so they are inspired to take action
- Master proven strategies for gaining participation and facilitating
- Discover clarifying and organizational skills to craft a memorable message
- Extend the conversation through interactivity and Q&A Discussion

The Art of Presentation for Sales

- Presentation Skills for Account Entry: Present at a meeting with a prospective new client, convincing them that your brand, reputation, knowledge and value is what they need
- Presentation & Public Speaking Skills for Current Clients/Key Accounts: Present non-technical information (such as top-line content), cross-sell additional products and/or services, deepen relationships, synthesize information, tell a story through slides, tailor presentations to the audience (including inductive/deductive logic), and explore techniques such as issues-based analysis and Minto methods. The instructor for this program is an internationally recognized expert in the field of presentation, interpersonal communications, influence, and sales communication skills. Over the past 20 years he has trained and coached hundreds of corporate leaders in presentation and public speaking skills at companies such as Amgen, Citigroup, Ernst & Young, HP, Lockheed Martin, Sony Pictures, State Farm Insurance, Symantec, Toyota, Warner Bros., Disney, Nissan, Taco Bell, and NBC/Universal. Classically trained at The Juilliard School, Drama Division, the instructor was a professional actor for more than 20 years and appeared in more than 100 plays, films, and episodes of television. This customized TNI seminar will greatly increase the presentation and communication skills of sales professionals in any industry. Participants will be able to demonstrate their newly acquired knowledge and skills upon returning to the workplace. Click here for information on post-seminar reinforcement program options such as one-on-one coaching, video feedback, and/or continuing education webinars.

Leadership and Public Speaking

- Find the presentation style that is most effective for you
- Learn that there is no substitute for preparation
- There is no finish line for the development of presentation skills
- Understand how presentation skills can make individuals more credible, with their message more understandable and memorable
- Gain a well-rounded vision of your strengths and areas for growth as a presenter
- Have a concrete plan for developing presentation skills

The Art of Presentation for Sales

- Presentation Skills for Account Entry: Present at a meeting with a prospective new client, convincing them that your brand, reputation, knowledge and value is what they need
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Communication Skills for Accounts Receivable and Collections

Collections agencies succeed only if the collectors themselves master an effective telephone voice, reduce the time spent with each account, and ask the right questions to 'collect money, not just make calls'. In the Communication Skills for Accounts Receivable and Collections seminar, participants learn the best-practice methods and techniques implemented by successful collectors. Every aspect of the collections process is broken down, examined, and practiced to optimize negotiation skills, overcome objections, and ensure federal and state compliance throughout the process. Most importantly, participants are taught best-practice methods to complete the collection efficiently and effectively. The faculty instructor is an expert in collections and accounts receivable negotiations for commercial collections, consumer collections, and customer care. With 34 years of experience as the Head of Training at Dun & Bradstreet Receivable Management Services, the instructor has extensive knowledge of negotiations and collections in a variety of industries. This customized TNI seminar will provide collection agency participants with negotiation skills and best practices that can have a dramatic effect on their productivity and profitability immediately after returning to the workplace.

- Solutions that address training issues, right size office staffing, administrative issues and responsibilities, system and telecommunication issues
- Train associates to collect money, not just “make calls”
- Improve recoveries and recovery rates; Reduce file life and reduce costs
- Recruit and hire better collectors
- Reduce turn-over
- Set realistic goals and compensation plans
- Improve client satisfaction
- Assure federal & state compliance
- Obtain and keep profitable clients
- Assure compliance

Gender, Culture, Leadership and Negotiation for Women

Leadership & Negotiation for Women in Banking and Finance

Leadership & Negotiation for Women in Healthcare

Expectations at the Negotiating Table for Women

Expatriate Executives in China
Leadership for Women in Healthcare
Why do women hold nearly 80% of healthcare jobs, but occupy less than 15% of senior leadership positions? Women play a vital leadership role in healthcare organizations due to this imbalance between administrators and clinicians/physicians. The convergence of healthcare reform, budget deficit cutting, and the transition to quality-based metrics cause disruptive changes in healthcare that affect organizational structure and the community at large. By leveraging strengths in networking and mentoring, women leaders have the opportunity to use the rules of the game to gain an organizational advantage. The Leadership for Women in Healthcare seminar is designed by a thought leader in healthcare administration to provide women leaders with a springboard to successfully lead organizational change. Participants will engage with philosophies that promote change by strengthening internal relations and, in turn, establish a positive outward perception. The faculty instructor for this seminar is a board-certified general surgeon and seasoned hospital administrator. He received an MBA from the Tuck School at Dartmouth in addition to an MD from Columbia College of Physicians and Surgeons Medical School. His rare expertise in both the practice and administration of hospital organization makes him a thought leader of healthcare change. In this customized TNI seminar, women will learn how to leverage their strengths in networking and mentoring to lead the charge to transform the healthcare landscape. Participants will return to the workplace with actionable skills they will immediately be able to use.

Expectations at the Negotiating Table for Women Expatriate Executives in China
From a sociological perspective, gender roles in China are more progressive than they are in most East Asian cultures and even in more “Western,” or “open” cultures like Russia. Still, women face challenges when working in China that male counterparts simply don’t. Expectations at the Negotiating Table for Women Expatriate Executives in China is a one-day seminar that discusses the pitfalls and biases women have to address when working with Chinese organizations and in China. The seminar prepares participants to be more effective during negotiations. It also studies the archetypes of female leaders within Chinese culture to reveal ways of positioning and communicating that support success. The faculty instructor for this seminar is an expert in US-China business with almost 20 years of experience in a variety of roles working with US companies operating in China as well as Chinese firms doing business with Western companies. During her time in China, she has held management, director, and executive-level roles in strategy consulting, private equity, import/export, sourcing, buying, market research, public relations, and running startups and turnaround businesses. The instructor is fluent in both English and Mandarin and is available for seminars, presentations, and speaking engagements held in either language. This customized TNI seminar will strengthen the ability of women to present and negotiate with Chinese business interests. Participants will be able to demonstrate their newly acquired negotiating and presentation skills immediately upon returning to the workplace.

Leadership for Women in Banking and Finance
The Leadership for Women in Banking and Finance seminar is customized specifically for rising women in executive leadership positions. Participants will learn the factual, logical, attitudinal, interpersonal, and emotional aspects of authentic leadership—all while having fun and networking in a dynamic, empowering, social atmosphere. Each program component, activity, and visual aid is used to trigger a myriad of application possibilities to ignite fascination and resulting excellence. This customized TNI seminar will sharpen women’s management and leadership skills so they can take on more leadership roles in banking and finance. Participants will take away a set of skills and tools to immediately—and substantially—improve their negotiating performance.

Women & Negotiation

Gender, Culture, Leadership and Negotiation for Women is a unique program that will help professionals harness strengths unique to women and provide them with guidelines and insights into the complex world of gender and negotiation. Anecdotal evidence indicates that women negotiating in the business world encounter different context-based challenges than do men. In this seminar, women will learn how to distinguish those differences, build from the skills and experience they already possess, and recognize and mitigate these unique challenges. Participants will learn that the traits usually attributed to women—concern for others, desire to create community, attention to body language, flexibility, and the ability to search for alternatives—are all essential elements of successful negotiation. This customized TNI seminar will help women develop negotiation skills that accentuate their strengths while allowing them to realize their needs and those of others. Participants will be able to demonstrate their newly acquired negotiation skills immediately upon returning to the workplace.

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Foundations of Success: Business Negotiations in China
Selling your brand to China: Channels and Consumers
Above the Barrier: Creating Opportunities for Success in US-China Business
Leadership & Emotional Intelligence in a US-China Context
Foundations of Success: Basic Etiquette and Expectations for Doing Business in the Far East
Foundations of Success for Chinese Professionals: Working Effectively with US Businesses
Expectations at the Negotiating Table for Expatriate Executives in China

China Business
Selling your brand to China: Channels and Consumers

Capturing market share in China is one of the most lucrative, and most complicated, tasks a marketing professional can undertake. Chinese consumers act in ways unfamiliar to most non-Chinese firms, causing accidental successes and monumental failures. The Selling Your Brand to China: Channels and Consumers seminar instills the perspective necessary to maintain marketing strategies and balance Chinese social structure, values, and cultural history throughout all stages of a project. Participants are provided with the foundation to align with Chinese strategies by systematically introducing ethnographic information and distribution systems methodologies to marketing professionals. A survey of the existing marketing sector in China provides further insight into the way success is cultivated. The faculty instructor for this seminar is an expert in US-China business with almost 20 years of experience in a variety of roles working with US companies operating in China as well as Chinese firms doing business with Western companies. During her time in China, she has held management, director, and executive-level roles in strategy consulting, private equity, import/export, sourcing, buying, market research, public relations, and running startup and turnaround businesses. The instructor is fluent in both English and Mandarin and is available for seminars, presentations, and speaking engagements held in either language. In this customized TNI seminar, participants learn how psychology, sociology, geography, history, social standing, and cultural values affect marketing with Chinese global partners. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.

Above the Barrier: Creating Opportunities for Success in US-China Business

Based on decades of immersion in US-China business, the Above the Barrier seminar provides firsthand insight into the Chinese business framework that often appears chaotic to outsiders. Rather than focus on the superficial differences of business culture in the US and China, this program will help participants to explore high-impact methods to align focus and deliver positive results. This high-level methodology implements practical tools to diagnose and de-escalate conflicts between American and Chinese business partners. Participants in this seminar will gain pragmatic perspectives from a seasoned veteran of US-Chinese business relationships that will help participants use their knowledge of culture to create opportunities. This seminar also addresses ways for high-level management to leverage opportunities to build successful business strategies while maintaining clear perspectives of realistic results. These and other best practice methodologies are introduced for mapping an aligned business plan across cultures—the only kind of vision that works. The faculty instructor for this seminar is an expert in US-China business with almost 20 years of experience in a variety of roles working with US companies operating in China as well as Chinese firms doing business with Western companies. During her time in China, she has held management, director, and executive-level roles in strategy consulting, private equity, import/export, sourcing, buying, market research, public relations, and running startup and turnaround businesses. The instructor is fluent in both English and Mandarin and is available for seminars, presentations, and speaking engagements held in either language. In this customized TNI seminar, participants learn how to align business objectives with the cross-cultural influences of Chinese business partners. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.

Foundations of Success: Business Negotiations in China

The Foundations of Success: Business Negotiations in China seminar establishes a framework for understanding the drivers of business activity in China. The cultural forces binding the behavior of colleagues and staff, suppliers and customers, and competitors and business partners will be analyzed and the most successful business processes in China. The program employs interactive strategy and management exercises that encourage participants to apply factors of cultural analysis to scenarios based on their past and future engagements. These interactive exercises enable participants to identify and gain control of knowledge or skill gaps that are potential breaking points in business negotiations. Cross-cultural negotiations are dependent on a keen awareness of conversational content in spoken and non-spoken contexts. This seminar provides people who expect to work with Chinese companies, including those who already have some exposure to Chinese language or doing business with China, with the education necessary to hold successful positions at the negotiating table. The faculty instructor for this seminar is an expert in US-China business with almost 20 years of experience in a variety of roles working with US companies operating in China as well as Chinese firms doing business with Western companies. During her time in China, she has held management, director, and executive-level roles in strategy consulting, private equity, import/export, sourcing, buying, market research, public relations, and running startup and turnaround businesses. The instructor is fluent in both English and Mandarin and is available for seminars, presentations, and speaking engagements held in either language. This customized TNI seminar will help participants understand and successfully master the nuances in cross-cultural business negotiations. Participants will be able to put to use the skills, tactics, and knowledge they’ve acquired immediately upon returning to the workplace.

2017 Customized Programs
Leadership & Emotional Intelligence in a US - China Context

The Leadership and Emotional Intelligence in a US-China Context seminar offers an innovative way to increase organizational productivity. The seminar uses Emotional Intelligence (EI) applications to increase the efficiency of communication by aligning cross-cultural resource components. The benefits of EI awareness are immediately apparent in scenario-based discussions and presentations, giving participants the ability to see strengths and weaknesses of individual team members and the team as a whole, as well as providing cutting-edge leadership insights. In two case studies—one set in a Chinese domestic environment and the other set in a cross-border assignment—participants work with EI theory as a source of inspiration and learning and as a tool for developing the qualities of leadership most relevant to an internationalizing China. The faculty instructor for this seminar is an expert in US-China business with almost 20 years of experience in a variety of roles working with US companies operating in China as well as Chinese firms doing business with Western companies. During her time in China, she has held management, director, and executive-level roles in strategy consulting, private equity, import/export, sourcing, buying, market research, public relations, and running startup and turnaround businesses. The instructor is fluent in both English and Mandarin and is available for seminars, presentations, and speaking engagements held in either language. In a customized TNI seminar, participants learn how to use insights gleaned from Emotional Intelligence applications to align their business interests with those of their Chinese business partners. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.

Foundations of Success: Basic Etiquette and Expectations for Doing Business in the Far East

This Foundations of Success seminar establishes a framework for understanding the complex drivers of business interaction in China and utilizes this framework to enable new insights and approaches to a range of challenges Western firms continue to face. The cultural forces impacting the behavior of colleagues and staff, suppliers and customers, and competitors and business partners will be analyzed to elucidate successful business approaches in China. Interactive strategy and management exercises will encourage corporate participants to apply factors of cultural analysis to real-life situations, particularly in China. The seminar provides participants with a comprehensive understanding of China and the ability to succeed in China. It also teaches representatives and participants how to interact effectively in China. In a customized TNI seminar, participants learn how to use insights gleaned from Emotional Intelligence applications to align their business interests with those of their Chinese business partners. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.

Foundations of Success for Chinese Professionals: Working Effectively with US Businesses

Cross-cultural negotiations influence the perception of your firm as a player in international business. The Foundations of Success for Chinese Professionals seminar is designed to help participants convey positive influences across international borders by enhancing individual recognition of differences in cultural values and leveraging these differences effectively. Communication styles for cross-cultural businesses are addressed by highlighting the roots of business culture in the United States and their manifestations. The instructor then takes this knowledge base one step further, transposing these cultural values against the traditional Chinese style of business. By contrasting two business methodologies, participants gain the ability to understand their personal “cultural perspective” and enhance their level of effectiveness in cross-cultural business situations. This seminar is taught in English. The faculty instructor for this seminar has cross-cultural business expertise stemming from over 30 years of international experience in global leadership, management, and strategy development. He has served in many roles, including as an international banker with First National Bank of Chicago, Chase Manhattan Bank, and Irving Trust; as a consultant with Chase China Trade Advisors; and as an appointed public official serving as the Head of New York State’s International Division. The instructor brings his successful experiences and speaking engagements held in either language. In this seminar, participants will learn how to leverage cultural differences to create successful cross-cultural negotiations. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.

Expectations at the Negotiating Table for Expatriate Executives in China

From a sociological perspective, gender roles in China are more progressive than they are in most East Asian cultures and even in more “Western” or “open” cultures like Russia. Still, women face challenges when working in China that male counterparts simply don’t. Expectations at the Negotiating Table for Expatriate Executives in China is a one-day seminar that discusses the pitfalls and biases women have to address when working with Chinese organizations and in China. The seminar prepares participants to be more effective during negotiations. It also studies the archetypes of female leaders who encounter and present challenges to successful business partnerships. The seminar’s goals are to provide an overview of China’s business culture, including regular interaction and project management in the US and China, and a detailed analysis of the expectations at the negotiating table. The faculty instructor for this seminar is an expert in US-China business with almost 20 years of experience in a variety of roles working in China. The seminar is designed to help participants convey positive influences across international borders by improving individual recognition of differences in cultural values and leveraging these differences effectively. Communication styles for cross-cultural businesses are addressed by highlighting the roots of business culture in the United States and their manifestations. The instructor then takes this knowledge base one step further, transposing these cultural values against the traditional Chinese style of business. By contrasting two business methodologies, participants gain the ability to understand their personal “cultural perspective” and enhance their level of effectiveness in cross-cultural business situations. This seminar is taught in English. The faculty instructor for this seminar has cross-cultural business expertise stemming from over 30 years of international experience in global leadership, management, and strategy development. He has served in many roles, including as an international banker with First National Bank of Chicago, Chase Manhattan Bank, and Irving Trust; as a consultant with Chase China Trade Advisors; and as an appointed public official serving as the Head of New York State’s International Division. The instructor brings his successful experiences and speaking engagements held in either language. In this seminar, participants will learn how to leverage cultural differences to create successful cross-cultural negotiations. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.
Negotiating Environmental Affairs

HIPAA Privacy and Security Rule Compliance

Negotiating Regulatory Affairs: Customized Program for Your Organization

Regulatory Affairs for Food, Drug, and Nutritional Products: FDA (US) and Regulators Overseas
Negotiating Environmental Affairs

Environmental negotiations present specialized challenges for government agencies, companies, and nonprofit groups trying to reach durable agreements. Environmental negotiations occur in the context of statutory and regulatory requirements and frequently involve time constraints. Individual stakeholder groups may or may not be clearly defined. Whether negotiating a policy, a program, or a specific project, a well-designed process is essential for productive discussions, the generation of options, and durable agreements. Each step in the negotiation process offers process choices based on the specific issues being addressed and the parties at the table. The Negotiating Environmental Affairs seminar provides participants with the knowledge of how to develop good strategies at the table and negotiate within their own interest groups. Understanding the dynamics, negotiation steps, and specific process options will facilitate more productive discussions and successful outcomes. Environmental negotiations also require careful preparation to determine how best to structure a discussion, how to engage people around understanding issues and concerns, how to determine who should participate at the table, and who should be involved in other ways. Creating and maintaining good working relationships with all the parties is critical to the success of an environmental negotiation. Participants will learn how to use careful listening, good questioning, and constructive ways to handle strong feelings to help keep conversations on track. The faculty instructor for this seminar is a practitioner specializing in mediating and negotiating public issues with 30 years of experience building consensus on sensitive issues around the globe. She received a PhD in Future Studies and an MA in International Education from the University of Massachusetts. This customized TNI seminar will help participants productively deal with the varied and competing interest groups as well as complex issues surrounding negotiating environmental issues. Participants will take away a set of skills and tools to immediately—and substantially—improve their negotiating performance.

HIPAA Privacy and Security Rule Compliance

The long-awaited Final Privacy Rule—released January 17, 2013, by the US Department of Health and Human Services (HHS)—expanded the liability of business associates of hospitals, physicians, and other Health Insurance Portability and Accountability Act (HIPAA) covered entities if data is released in ways that violate patient privacy. Called the “Omnibus” privacy and security rule because of its unexpectedly broad reach (and 560+ pages), the Final Rule updates earlier HIPAA rules with more stringent privacy and security measures passed under the American Recovery and Reinvestment Act of 2009. Most notably, HIPAA reach now extends to “business associates” of business associates. Many business associates use independent contractors and subcontractors to perform work for covered entities. These “extenders” will also have to comply with both the privacy and security rules, greatly expanding the number and type of businesses impacted. Companies that want to do business with covered entities and business associates will have to demonstrate their compliance with these very complex rules. And these rules are no laughing matter; the civil penalties for non-compliance are substantial and include corporate and individual fines and even jail time for criminal violations. HIPAA Privacy and Security Rule Compliance is a three-part training program that provides C-level executives with a complete understanding of what is required of their workforce members (Part 1) and then brings line managers and workforce members the tools to comply with both the HIPAA Privacy and Security Rules (Parts 2 and 3). Additional modules can be added as necessary, including Bring Your Own Device (B.Y.O.D.) and Other Potential Social Media Disasters in the Workplace: How to Handle a Breach of Protected Health Information; Conducting a Risk Analysis for Meaningful Use Attestation; and Dealing With Federal and State Regulators Conducting an Investigation of Your Company. The faculty instructor for HIPAA Privacy and Security Rule Compliance is an expert in HIPAA, healthcare law, and physician liability with nearly 26 years of experience serving as General Counsel of the Oregon Medical Association. He played a critical role assembling the State of Oregon’s healthcare privacy legislation as the vice-chair of the Task Force on Medical Privacy. He also is an adjunct professor of Health Law at the University of Oregon School of Law in Eugene, Oregon. This customized TNI seminar will simplify the complex, new HIPAA Privacy and Security Rules to encourage compliance for anyone covered by the law. Participants will return to the workplace with the knowledge and skills to avoid non-compliance with this new healthcare measure.

Negotiating Regulatory Affairs: Customized Program for Your Organization

Regulatory affairs negotiations are seldom ever desired in business, although these engagements are often unavoidable. The issues at hand are typically very specialized, involving factors of both simplistic and complex natures that range from relationships to legal and social matters. The Negotiation Institute offers insight into a diverse array of industries via our faculty experts with experience in the food and drug, real estate, finance, and environmental industries, as well as specialists in negotiation for the establishment of privacy policies such as the Health Insurance Portability and Accountability Act (HIPAA), healthcare systems, joint venture projects, industrial/power generation construction and technological renewal, and labor management affairs. Our faculty has global experience introducing products in new markets, developing long-term business plans, crafting economic advantages, and building global networks of food production and distribution. We look forward to discussing your needs and establishing a legacy of successful negotiations in your high stakes engagements. The faculty instructor chosen for the highly customized Negotiating Regulatory Affairs seminar will be meticulously matched to the challenges of your organization. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.
Regulatory Affairs for Food, Drug, and Nutritional Products: FDA (US) and Regulators Overseas

The Regulatory Affairs for Food, Drug, and Nutritional Products seminar is customized to address the challenges faced by professionals dealing with regulatory affairs for food, drug, and nutritional policies in emerging markets (India, China, Brazil, and the EU). This unique program provides participants with practical tactics and strategies to enhance capabilities and drive results in future regulatory affairs negotiations. Every seminar is developed specifically for your needs according to the standards of the region in which your business operates. The customized program provides a deep dive into the most salient topics for your circumstances. The overseas program opening is titled “Codex Alimentarius: Negotiating to Consensus,” which sets the stage for subsequent topics in a global perspective. The opening presenter is an expert on international food laws and regulations with experience working in North America, Europe, the Middle East, and Asia. He has also consulted for the World Health Organization (WHO), United States Agency for International Development (USAID), US Department of Agriculture (USDA), Abu Dhabi Food Control Authority (ADFCA), and the US National Institute of Health, as well as many private food companies around the globe. A specialist in your specific field of operations will develop the remaining content of your customized seminar. Participants will return to their jobs with a powerful set of tools and skills that can immediately and substantially improve their negotiating performance.

» Maximize the outcomes of negotiations and agreements with regulatory stakeholders in emerging markets
» Align your organization’s goals and interests with regulatory counterparts throughout the world—focusing on cultural, technical and strategic nuances
» Advance your organization’s reputation as a positive and collaborative key player in the global food and drug regulatory arena
» Recognize personal patterns, habits and deficiencies in past negotiations through a comprehensive understanding of the principles and tactics of overseas counterparts
» Gain confidence, strengthen arguments, develop counters, understand the needs of the other side and anticipate their strategies and tactics
» Recognize and respond to different social styles, language, tones of voice, and non-verbal communication
» Master effective interest-based communication skills
» Develop a negotiation strategy
» Cultivate and sustain key relationships worldwide

Construction Project Management
Design-Build Contracts: Understanding the Challenges, Risks, and Keys to Success

Build Contracting as a faster and more cost-effective way to bring their projects to completion. In this seminar, participants will learn about the intellectual tools necessary to select, plan, develop, and negotiate contract provisions for a Design-Build project. **Design-Build Contracts: Understanding the Challenges, Risks, and Keys to Success** provides insight to key areas of risk and responsibility allocation that differ from traditional design-build project delivery. Emphasis is placed on the negotiation strategies that help project owners, contractors, and designers establish contracts that will ensure the successful completion of projects on time, within budget, and in compliance with the owner’s quality and performance needs. Case studies relevant to your projects will allow participants to engage with these proven negotiation strategies, preparing them to effectively negotiate Design-Build contracts on future projects. The faculty instructor for this seminar is an expert in construction project management, contract negotiation, change order negotiations, and claim avoidance. He has over 30 years of experience in the design and construction industry working for project owners, contractors, and design professionals. For more than 20 years the instructor has provided general counsel, risk management, and other legal advisory services to engineering and scientific professional service firms, owners, and contractors. His practice emphasizes the importance of training and consulting to improve construction project performance by resolving issues and disputes effectively. He is also a claims manager underwritten by Lloyd’s of London who develops and implements industry-leading risk management programs. As an active claims consultant, mediator, and arbitrator, the instructor maintains constant exposure to the evolution of best-practice methodologies in the field and at the negotiating table.

Negotiating for Construction Project Management

Due to unexpected conditions, delays, and other unforeseen events, contract change orders are sometimes unavoidable. If a change order is unresolved, it can lead to claims and disruption to the team’s successful project completion. To help ensure project success, the parties negotiating change orders should be skilled in negotiation and contract administration insights. Participants in the Negotiating for Construction Project Management seminar are provided with theoretical tools to understand claims, and negotiate contract change orders, employing the highly successful mutual interests negotiation approach to maintain positive project team relationships. Using case studies relevant to your project, participants engage with proven strategies that prepare them to effectively negotiate future change orders. Project owner, contractor, designer, and change manager perspectives will be addressed. With 35 years of experience in the design and construction industry, the faculty instructor is an expert in construction project management, contract negotiation, change order negotiations, and claim avoidance. He provides legal advisory services to engineering and scientific professional service firms, owners, and contractors. He is also a claims manager underwritten by Lloyd’s of London, developing and implementing industry-leading risk management programs.

Maximizing Jobsite Productivity: Effective Leadership & Pro-Active Field Supervision

Running productive construction field crews starts with effective leadership and pro-active project supervision. Participants in the Maximizing Jobsite Productivity seminar will learn how the best supervisors and foremen maximize field productivity by setting and monitoring clear project goals, tracking job costs and crew performance, and communicating to accountability at all levels. Individual skill sets will be bolstered to effectively motivate, inspire, and encourage field workers to do the best they can, work as a team, and produce lower field costs. Improve your field performance by following proven steps to enhance jobsite and administrative efficiency to guarantee successful completion of your quality projects under budget and on time without compromising safety procedures.

- Design and develop successful project plans.
- Implement effective communication strategies.
- Motivate and lead project teams to success.
- Effectively manage change order negotiations.
- Implement proactive strategies for successful project completion.
- Create a competitive advantage in the marketplace.
- Reduce owner risk and uncertainty and project costs and complete projects faster by developing competitive negotiation strategies for key project issues.
- Negotiate appropriate contract terms with contractors as value-added benefit for clients.
- Learn how to select best contract form to suit specific projects.
- Understand different contract risk allocation and contract negotiation issues.
- Reduce owner risk and uncertainty and project costs and complete projects faster by developing increased expertise for entity and individuals to improve negotiated results on contracts.
- Develop and implement successful negotiation strategies for key contract issues.
- Detailed guide for negotiation options for key contract clauses.
- For consultants, develop expertise to work with clients and legal counsel to create practical and effective contract forms and negotiate appropriate contract terms with contractors as value-added benefit for clients.
- Learn how to select best contract form to suit specific projects.
- Understanding of construction risk allocation and contract negotiation issues.
- Achieves increased designer accountability for successful projects.
- Develop increased expertise for entity and individuals to seamlessly negotiate change orders on future projects to manage project cost growth and complete projects faster.
- Detailed checklist to develop and implement successful change order negotiation strategies.
- While on paper planning and implementing mutual interests negotiations on construction projects, participants will be provided with the updated results consistent with contract requirements.

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Increasing the Value of Program and Construction Management Services - Implementing Claim Avoidance and Integrated Project Risk Management

As construction projects become larger, more complex and more challenging, public and private project owners and developers are increasingly relying on the expertise of Consultant Program Managers. Professional firms can differentiate themselves during selection and provide more value to their clients by including leading practices for claim avoidance and integrated risk management services as part of their scope of project services. Increasing the Value of Program and Construction Management Services helps participants master the intellectual tools to select, plan, develop, and negotiate contract provisions by incorporating an integrated project risk management and claim avoidance approach. These additional skill sets are highly valued by many clients who are concerned about minimizing project risks on large complex projects. This seminar addresses specific approaches and contract provisions for all project delivery methods. To ensure that seminar takeaway is actionable, case studies relevant to your projects will be used. Engaging with these proven issue resolution and dispute negotiation strategies will prepare participants to effectively minimize risks on future projects. The faculty instructor for this seminar is an expert in construction project management, contract negotiation, change order negotiations, and claim avoidance. He has 35 years of experience in the design and construction industry working for project owners, contractors, and design professionals. For more than 20 years, the instructor has provided general counsel, risk management, and other legal advisory services to engineering and scientific professional service firms, owners, and contractors. His practice emphasizes the importance of training and consulting to improve construction project performance by resolving issues and disputes effectively. He is also a claims manager/consultant who has provided claims review services to clients and has been an instructor for the London, Ontario ACEC (EPC) Certification Program.

Engineer/Architect Design Professionals: Client Contracts

Part of The Negotiation Institute Construction Project Management Series. The Art of Negotiating for Engineer/Architect Design Professionals: Client Contracts is tailored to the needs of design professionals who wish to obtain intensive negotiation skills training to further risk management and improve contracts with clients/project owners. More than 60% of all claims arise from misunderstandings and communication issues, which can be addressed with the negotiation skills provided in this program. The program meets requirement for live training credits in all states for engineers and architects. Program content is expected to qualify for a 10% premium credit for risk management activities, offered by design professional liability insurers. The faculty instructor for this program is an expert in Construction Project Management, former General Counsel of a national engineering firm for more than 30 years and founding member/former chairman of ACEC Legal Counsel Forum.

Developing and Negotiating Engineering/Procurement/Construction (EPC) Contracts for Industrial and Power Generation Facilities

Engineering/Procurement/Construction (EPC) project owners and developers are using a variety of contracting approaches to deliver projects faster, cheaper, and with acute attention to the compliance of performance requirements. The Developing and Negotiating Engineering / Procurement / Construction (EPC) Contracts for Industrial and Power Generation Facilities seminar associates participants with the intellectual tools to select, plan, develop, and negotiate contract provisions using the EPC or turnkey contracting approach. The seminar provides insight to key areas of risk and the negotiation strategies that help project owners and contractors establish contracts that will ensure the successful completion of projects on time and within budget. Relevant case studies allow participants to engage with these proven negotiation strategies and prepare them to effectively negotiate EPC contracts on future industrial and power generation facilities. The faculty instructor for this seminar is an expert in construction project management, contract negotiation, change order negotiations, and claim avoidance. He has 35 years of experience in the design and construction industry working for project owners, contractors, and design professionals. For more than 20 years, the instructor has provided general counsel, risk management, and other legal advisory services to engineering and scientific professional service firms, owners, and contractors. His practice emphasizes the importance of training and consulting to improve construction project performance by resolving issues and disputes effectively. He is also a claims manager/consultant who has provided claims review services to clients and has been an instructor for the London, Ontario ACEC (EPC) Certification Program.

Effective Construction Field & Project Management Systems

All successful construction projects have a common feature, effective project management. Building a successful project begins with leadership. The influence of a leader motivates the labor force by creating a desire to align with project goals. The Effective Construction Field and Project Management Systems seminar focuses on developing core leadership values that help identify project goals, set clear targets, develop action plans, and track progress toward necessary results. Participants can create successful projects by following this proven framework to gain authoritative control of daily operations and overall vision. This seminar will embed team-building skills to foster greater productivity, proactive project meetings, and project scheduling to guarantee that projects finish on-time and under budget.

- Develop increased expertise for entity and individual to include integrated risk management and claim avoidance skills as part of program and construction management services on future projects
- Develop and implement successful negotiation strategies for key contract issues
- For consultants, develop expertise and skills to differentiate your firm from competitors for program and construction management services
- Provide increased value to clients by expanding your portfolio of skills and expertise
- Demonstrate how risk management and claim avoidance will reduce project costs
- Understanding of contract risk allocation and contract management issues to reduce cost growth and claims
- Individual and firm skill enhancement and professional development that yields tangible results
- Participants in this program will be prepared to handle the real-world problems faced in their practice through an agenda fully customized to their unique needs and goals
- Common client contract negotiation positions will be addressed with strategies and tips to successfully negotiate acceptable terms
- Dangerous and unenforceable clauses will be identified and negotiations and contract skills will be developed in interactive negotiation training exercises
- Construction administration negotiation skills and techniques will enhance qualifications to perform client services effectively
Founded in 1966, The Negotiation Institute (TNI) provides customized, on-site corporate training designed to provide executives a competitive advantage in today’s global marketplace. Having pioneered the art of modern negotiation, the Institute legacy and depth of experience enables us to provide clients with unparalleled training solutions across a variety of executive competencies—negotiation, high-performance sales, procurement, supply chain management, leadership and presentation skills et al. The TNI commitment to excellence is supported by a global faculty of thought leaders and business experts with deep industry experience. Through the BlueOcean Conferences division, TNI hosts annual conference events that enable professionals and vendors to network with and learn from each other.

To learn more, please visit our website at www.negotiation.com