Negotiation and conflict management are relevant to all aspects of our professional (and personal) lives. Two engaging and energetic half-day seminars will provide a foundation for understanding the intersection of these concepts. Explore basic negotiation skills in the morning and during the afternoon session discover advanced strategies.

Meet Kwame Christian

Kwame Christian, Esq., M.A. is the Director of the American Negotiation Institute where he conducts negotiation and conflict management workshops around the country. As an attorney and mediator with a bachelor's of arts in Psychology, a Master of Public Policy, and a law degree, Kwame brings a unique multidisciplinary approach to making difficult conversations easier. In addition to his role with the American Negotiation Institute, Kwame also serves as a professor at The Ohio State University Moritz College of Law, the top ranked dispute resolution program in the country, and Otterbein University’s MBA program. He is the author of the best selling book, Nobody Will Play With Me: How to Use Compassionate Curiosity to Find Confidence in Conflict, and his TEDx Talk, “Finding Confidence in Conflict,” was the most popular TED Talk on the topic of conflict of 2017 Talk on the topic of conflict. Kwame also hosts the top negotiation podcast in the world, “Negotiate Anything.” The show has been downloaded more than 850,000 times and has listeners in 181 countries.

**Thursday, November 21, 2019**

9 a.m.–12:15 p.m. and 1–4:45 p.m.

**Oregon State Bar Center**

16037 SW Upper Boones Ferry Rd, Tigard

CLE credits: 3 Practical Skills (Introduction to Negotiation and Conflict Management); 3.5 General (Advanced Negotiation Strategies and Tactics)

**Register now at www.osbar.org/seminars (search for NGCM19)**

**Early registration discount**

Register by 11/18/19 and save $10 per seminar (in person only).

**LIVE EVENT or LIVE WEBCAST**

**An Introduction to Negotiation and Conflict Management (NGCM119)**

**Advanced Negotiation Strategies and Tactics (NGCM219)**

**Register for both half-day seminars and save!**

$180  ONLD member

$240  Regular registration

Individual seminar price:

$115  ONLD member

$145  Regular registration

$15   Box lunch

(Electronic materials are included with your registration.)

Register for both seminars and save an additional $50!

50-Year and Active Pro Bono OSB members and Oregon judges and their lawyer staff — please call the OSB CLE Service Center at (503) 431-6413 or (800) 452-8260, ext. 413 to register for the live seminar.

**Questions or need help with registration?**

Call the OSB CLE Service Center: (503) 431-6413 or (800) 452-8260, ext. 413
An Introduction to Negotiation and Conflict Management

Presented by Kwame Christian, American Negotiation Institute, Columbus, OH

CLE credits: 3 Practical Skills

Negotiation and conflict management go hand-in-hand. Having a solid understanding of these two concepts and their intersection can help you be more comfortable and competent when faced with them.

Get more out of your negotiations by:

• Learning how to develop the proper mindset for effective negotiation
• Seeing every interaction as an opportunity for persuasion
• Identifying and overcoming barriers to engaging in conflict effectively
• Recognizing how to time arguments for the strongest psychological impact
• Understanding how to ask questions and listen effectively in hostile negotiations

Whether you’re in professional or personal situations, these introductory principles will provide a solid foundation to successfully reaching your goals.

8:00 Registration

9:00 Negotiation: Understanding the Basics

• Every interaction is a strategic persuasive opportunity
• Be persuasive without being combative
• Develop the proper mindset for effective negotiation
• Determine how and when to use these skills for maximum impact

10:00 Break

10:15 Conflict Management: Understanding the Psychology

• Overcome psychological and emotional barriers to engaging in conflict effectively
• Recognize and identify the psychological state of the other party
• Time your arguments for the most psychological impact
• Ask questions and listen effectively in hostile negotiations

Advanced Negotiation Strategies and Tactics

Presented by Kwame Christian, American Negotiation Institute, Columbus, OH

CLE credits: 3.5 General

Making difficult conversations easier provides confidence to overcome inherent fear, frustration, and anxiety. Take your negotiation skills to the next level by:

• Learning when to interject managed conflict into high level discussions and how to avoid critical mistakes that stifle communication and create hostility
• Seeing critical conversations as an opportunity to understand colleagues, clients, and opposing counsel that will create an atmosphere to facilitate open discussion
• Gaining a framework to apply to difficult conversations that will contribute to improved outcomes

With the techniques and tactics presented in this engaging session you can approach every interaction with a strategy for future success.

12:30 Registration

1:00 Preparing Before the Negotiation

• How to prepare for your negotiation
• How to analyze the situation
• Understanding the goals for your negotiation

2:30 Break

2:45 During the Negotiation

• Understand and utilize power dynamics and leverage in negotiation
• Determine when to stand your ground
• Identify and manage threats and bluffs
• Strategically build relationships
• Ask questions for maximum impact and information
• Recognize when to control the conversation
• Use anchoring to get the most out of your negotiations

4:45 Adjourn

12:15 Adjourn
This seminar will be available on-demand after the live program. Please visit www.osbar.org/seminars and search for NGCM19. On-demand access is available for 60 days after the date of purchase.

**General Information**

**Cancellations:** Cancellation requests must be received by the OSB CLE Service Center at least 72 hours prior to the date of the seminar to qualify for a refund. Refunds are subject to a $25 cancellation fee.

**Tuition Assistance:** Email a request stating your financial situation to cle@osbar.org no later than one week before the seminar.

**Dietary Restrictions or Accessibility Accommodations:** Please call (503) 431-6326 or (800) 452-8260, ext. 326, at least 72 hours before the date of the seminar.

**Upcoming Seminars**

**September 26-27**
Fundamentals of Oregon Civil Trial Procedure (CTP19)

**October 3**
Broadbrush Taxation: Tax Law for Non-Tax Lawyers (BBT19)

**October 4**
Elder Law 2019: Delving Deeper into the Current Issues (ELD19)

Register now at [www.osbar.org/seminars](http://www.osbar.org/seminars) and search by program code.

**Save the Date for Upcoming Fall Seminars**

**October 24-25**
Oregon Trial Advocacy College

**November 8**
Business Law: Refreshing the Old and Learning What’s New—Practical Updates for Business Lawyers

**November 22**
Alzheimer’s Disease and Other Dementia: The Pandemic Affecting Your Practice—2019 Update

**Questions or need help with registration?**

*Call the OSB CLE Service Center:*
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