

# Leading The Way

## Understanding contemporary culture

THE UNIVERSITY OF TEXAS  
Project on

# CONFLICT RESOLUTION

Training and  
Consulting Programs



# Training

```
MSC_VER > 1000
AFXWIN_H
#error include "afxwin.h" before including this file

//endof
#include "resource.h" // make symbols
// See DMotion.cpp for the implementation of the class
class CDMotionApp : public CWinApp
{
public:
    CDMotionApp();
    // Overrides
    // ClassWizard generated virtual function overrides
    //{{AFX_VIRTUAL(CDMotionApp)
    public:
    virtual BOOL InitInstance();
    //}}AFX_VIRTUAL
    // Implementation
    //{{AFX_PRIVATE(CDMotionApp)
    //}}AFX_PRIVATE
};
```



# The business Advantage

## Training—The Business Advantage

Continuing coursework is one of the brightest trends in modern business, and with good reason. Training is an essential element in the ongoing development of an ever-changing workplace. As business expands, cultures evolve and the marketplace becomes more complex, a continuing program of education provides valuable resources to help your people grow and adapt. Communication is a tool—when used correctly, it can repair broken pathways and build a strong foundation for success. Whether you're searching for new information or an opportunity to sharpen traditional skills, a qualified trainer can be the bridge to a more effective workplace and a more prosperous future.

THE UNIVERSITY OF TEXAS  
Project on

**CONFLICT  
RESOLUTION**

THE UNIVERSITY OF  
**TEXAS**  
AT AUSTIN

WHAT STARTS HERE CHANGES THE WORLD





# UTPCR Consulting and Training

## Choices for Better Negotiation, Mediation and Communication

Seminars vs. consulting—both have advantages, but which is right for your company? With the University of Texas Project on Conflict Resolution (UTPCR) program, you don't have to choose—it's the best of both worlds. You get prepared, effective workshops and seminars led by knowledgeable professionals and tailored to your specific needs. You get participatory access to progressive strategies on contemporary culture, communication and conflict resolution offered by one of the country's most innovative programs. And you get a reputation for excellence founded in the high standards of the University of Texas at Austin, a leading research center and trusted institution of higher learning.

### Onsite Services Cafeteria Plan

Unique to UTPCR is the cafeteria format that allows you to select only the courses you need, eliminating unnecessary time and expense. It's a dynamic program that provides greater flexibility in tailoring coursework to the needs of your company, department or organization. Subject matter ranges from basic communication in conflict skills to advanced courses in occupational behavior and change—and classes are conducted where you want, when you want, for a more productive, less-intrusive way to reach key personnel.

### Onsite Consulting / Training

Have you ever attended a seminar only to find the content offered little that applied to your business? In management training and career enhancement, one size doesn't fit all. Fortunately, there's a solution—onsite consulting. With our onsite consulting/training program, the curriculum is tailored to your specific needs and presented in a way that yields the greatest benefit for your business. It's a money-saving option that eliminates the need for employee travel and decreases lost time in the workplace.



### Need a Program Just for You?

Every company is unique. And while communication and conflict-resolution strategies are designed to be semi-universal, there are instances when you'll want a course designed especially for you. We can work with you to create a program custom-tailored to your individual situation and addressing the topics and areas of interest that bring the greatest advantage to your enterprise. Call for pricing and to schedule an appointment with a communication specialist.

# Courses & Curriculum

## Some of our half-day seminars

### Basic Business Communications

#### Overview

This half-day course examines traditional strategies in business communication and explores new research into effective corporate and workplace interactions.

#### Curriculum

- Public speaking instruction
- Strategies for business letters and e-mail correspondence
- Techniques for better presentations
- How to negotiate without jeopardizing your business position
- Proper communication etiquette
- Avoiding pitfalls of business communication

#### Objectives

Participants will understand basic communication strategies and use proven techniques to facilitate more effective presentations, workplace interactions and business correspondence.

### Basic Conflict Analysis and Resolution

#### Overview

With an understanding that conflict is inevitable, the course provides techniques for managing conflict, avoiding escalation, analyzing the root causes of discord and creating new opportunities for future cooperation.

#### Curriculum

- Understanding the causes of conflict
- Interpersonal and organizational conflict theory
- Tools and training for overcoming conflict
- Effective mediation techniques
- Avoiding conflict escalation
- Analyzing the conflict
- Building better relationships
- Resolving conflicts amicably

#### Objective

Participants will draw on real-world situations and have a “strategy toolbox” that allows them to identify, analyze and manage conflict for a more harmonious work environment and a smoother path when dealing with difficult clients.

### Negotiation

#### Overview

In the 1950s, the goal of negotiation was to get as much as possible from the opposing party without making concessions. In the 21st century, companies are embracing integrative negotiation—the win/win scenario. This workshop examines a balanced and positive approach to negotiation and teaches participants the skills to find fair and equitable solutions that benefit all parties.

#### Curriculum

- Understanding integrative negotiation—the win/win scenario
- Basic negotiation strategies
- Modern negotiation theory
- Applying workplace negotiation and mediation
- Negotiation case study and role playing
- Turning good negotiators into great negotiators

#### Objective

Participants will be more effective, more empathetic negotiators who can build relationships and achieve success in 21st century business dealings

### Strategic Communication and Change

#### Overview

Is your workplace run by leaders or followers? This half-day course helps you recognize leadership characteristics and develop transitional thinking and negotiation skills that break down traditional paradigms, clearing the way to new opportunities. The course will draw on books and resources used by major research institutions to illustrate the benefits of embracing change and the need to move beyond 20th century models.

#### Curriculum

- Transformational communications
- Becoming an agent of change
- Recognizing the need for change
- Enacting new strategies and analyzing results
- Updating 20th century communications
- Proven methods and processes for changing organizational culture

#### Objective

Participants will have the tools and information necessary to move beyond traditional approaches and become agents of change in business, in the community and in their private lives.

# Courses & Curriculum

## Some of our half-day seminars

### Advanced Public Speaking

(10 person maximum)

#### Overview

Studies show the number one fear among Americans isn't death—it's public speaking. But the ability to speak effectively to groups is a necessary component of good management. This half-day course teaches techniques for alleviating nervousness about public speaking and gives participants the skill and confidence to communicate professionally in any forum.

#### Curriculum

- Overcoming fear of public speaking
- Effective techniques for speaking to a group
- Speaking in a casual setting
- Improving formal business speaking
- Strategies for extemporaneous speaking
- Building confidence in your public voice

#### Objective

Participants will become more confident, more dynamic team members and can be relied on to present a clear, professional view of your organization when speaking to staff, customers or outside groups.

### Conflict Inventory

#### Overview

Half-day course examining techniques for dealing with personal conflict and individual assessment of how a participant prioritizes those techniques in varying stages of conflict escalation.

#### Curriculum

- Explanation of conflict techniques:  
Collaboration, Compromise, Accommodation,  
Forcefulness and Avoidance
- Examination of the various stages  
of personal conflict
- Self-assessment of the techniques a user  
relies on in a conflict scenario
- Instruction on how to choose the right technique  
at the right time to reach the desired resolution
- Exercises to strengthen conflict strategies where  
participants feel less comfortable

#### Objective

At the conclusion of the course, participants will have a deeper understanding of their communication tendencies in real-world conflict along with a more complete skill-set for achieving the desired result in various stages of an escalating dispute.

### Meeting Management

#### Overview

In this half-day course, participants learn strategies and techniques for holding more effective, more productive, more communicative meetings. The course examines various types of meetings and deals with planning, execution and assessment.

#### Curriculum

- Planning your meeting
- Getting off to a good start
- Leading the meeting for optimum results
- Examining various types of meetings
- Meeting with different groups
- Building dialogue
- Enabling participation from your group
- Tips and advice for meeting success

#### Objective

Participants will be more purposeful in planning for an upcoming meeting and be equipped with the tools and techniques essential to productive dialogue and the sending and receiving of information.

### Negotiation and Mediation Practicum

#### Overview

An advanced-level course designed to help mid-level managers and senior staff fine-tune their mediation and negotiation strategies. Participants interact with each other in real-world scenarios to sharpen their communication skills and develop a greater awareness of the need for situational negotiation.

#### Curriculum

- Negotiation theory
- Basic mediation skills
- Advanced negotiation practices
- Fine-tuning your mediation skills
- Relational and situational negotiations
- Participatory negotiator workshop

#### Objective

Participants will be prepared to negotiate and mediate circumstances that arise in diverse settings involving employees, clients, partners and vendors.

# Courses & Curriculum

## Some of our half-day seminars

### Dealing with Difficult Situations: A Study in Power and Control

#### Overview

The workshop examines the components of power and offers strategies for maintaining power and using it effectively. Participants will learn negotiation and mediation techniques in an organizational structure where individuals of various power levels interact.

#### Curriculum

- New theories on the use of control and power in an organizational structure
- The differences in a power environment and a control environment
- Recognizing opportunities for communication
- Weighing the balance of power in the workplace
- Conflict management and negotiation
- Case study workshop and skill utilization

#### Objective

Participants will know how to gain, maintain and use power fairly and effectively and utilize mediation skills that resolve conflict in the corporate environment.

### Self-Destruction in Conflict

#### Overview

Do your employees find it difficult to handle conflict? Conflict has hidden costs impacting your personnel physically, mentally and emotionally. The course examines the mind/body connection and provides techniques for dealing with conflict in a healthy manner.

#### Curriculum

- Recognizing physical, mental and emotional manifestations of conflict
- Conflict's body and brain connection
- Negative implications of conflict in the workplace
- Interpreting why people act the way they do
- Managing conflict and controlling your response

#### Objective

Participants will be able to recognize the toll conflict takes on their personal well-being, productivity and the people around them, and be better suited to managing and controlling the impact of a dispute.

### Understanding Culture and Diversity

#### Overview

Diversity training is a vital part of today's workplace and knowing how to unite cultures is a prized attribute of management. This seminar will examine areas of cultural diversity based on ethnicity, religion, age, gender and other components of the modern workforce. The course teaches strategies for avoiding cultural conflict and bridging the divide to achieve more successful communication.

#### Curriculum

- History of cultural diversity
- Current status of communication between cultures
- Planning for tomorrow's cultural divide
- Understanding ethnic cultural diversity
- Examining age, gender and religious diversity
- Finding common ground and cooperative opportunities

#### Objective

Participants will have a greater awareness of cultural diversity in the workplace and be able to operate and communicate effectively in a multicultural environment.

### Communication Theory and Application 2011

#### Overview

The course provides a detailed analysis of communication theory and discusses innovative, new research into how verbal, non-verbal, cultural and psychological attributes impact our responsiveness. Coursework will discuss applying communication theory to personal interactions, presentations, business correspondence and e-mail.

#### Curriculum

- Practical applications of communication theory
- Non-verbal communication workshop
- Effective listening techniques
- Transaction and conversation skills
- Communicating as a leader
- Improving cultural interaction
- Industry-specific tips on reacting to a changing world

#### Objective

Participants will have a more thorough understanding of modern communication theory and be able to draw from their experiences to create opportunities for conflict resolution and business persuasion.

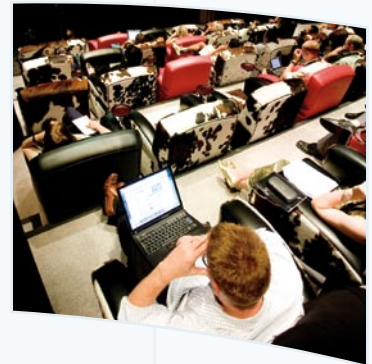
# The Communication Link

Business works because of an intricate mix of talents and techniques—each of them linked by the art of communication. Our courses are designed to reveal the interwoven fabric of a company's structure—management and labor, goals and expectations, conflict and resolution—each with their own set of obstacles and opportunities for communication. By teaching better communication skills and improved management techniques, we help create an environment where conflict is less frequent and there is a more orderly process for resolving disputes. Better communicators make better managers, better employees, better negotiators and better customers—our professional mediators bring your corporate-elements together in a comprehensive approach to your company's well-being.



## Location and Scheduling

You know what's best for your operation, so we rely on you to select and reserve an appropriate location (onsite or offsite) for use in the seminar and to arrange for any morning-or-afternoon food or beverage service. A lunch break (on your own) is included in the schedule and, should you desire a workshop during evening hours, your company will be responsible for providing the facility and any food or beverage service.



Since our workshops are interactive, we prefer a room with an open or round design, or the use of a boardroom. Classroom-style facilities, while not ideal, can be accommodated.



## Equipment (to be provided by the host company)

On the day of the workshop, we require:

- A white dry-erase board or chalkboard (with chalk or marker)
- A flip chart
- A data projector





## The University of Texas at Austin

The University of Texas at Austin is an institution steeped in tradition with a strong commitment to the future. Founded in 1883, UT has emerged as one of the nation's premier public academic/research universities with 16 colleges, 100 undergraduate programs and 170 graduate degree plans.



Surrounded by the beautiful, eclectic city of Austin, UT's enrollment exceeds 48,000 students, a figure placing it in the top five universities in the country. Its influence extends far beyond the sprawling, 350-acre campus. This, according to President William Powers, Jr., is a place "dedicated to improving the quality of life for the people of Texas, the nation and the world." That quest for excellence is embodied in its faculty, its students and the 450,000 living alumni who remain an active part of the UT family.

With a mission "to transform lives for the benefit of society through the core values of learning, discovery, freedom, leadership, individual opportunity and responsibility," the university is committed to providing the highest quality education and to making a difference in communities around the globe. Many of its contributions come through its work as a top-tier research center—the university's research funding stands at more than \$400 million annually. A beacon of innovation, The University of Texas is a destination diverse in culture and ideas, providing its students with not just an education, but the tools to achieve great things in the 21st century.



- Consistently ranked as the top public university in Texas by US News & World Report
- In 2006, ranked eighth in Newsweek's listing of top public global universities
- Employs more than 21,000 faculty and staff members
- In 2005, USA Today ranked UT the number one source of new Fortune 1,000 CEOs
- Boasts more than 3,500 research projects and 90 research units
- Holds over 400 patents and licensing deals generating more than \$5 million annually
- National Research Council ranks seven UT doctoral programs among the Top 10 in the nation
- With more than 11,000 students, has one of the largest graduate schools in the U.S.
- Awards more than 3,500 master's and doctor's degrees annually
- Recognizes more than 1,000 student organizations



As conflict permeates our lives today, The University of Texas Project on Conflict Resolution is proud to be a leader in the field of conflict resolution, effective communication and successful collaboration among people and organizations.

Through its innovative programs, the Project demonstrates its dedication to global citizens who successfully connect, communicate and cooperate to create a better world for all of us.

For more information about the services and programs offered by The University of Texas Project on Conflict Resolution, please call (512) 471-1950, e-mail us at [utpcr@uts.cc.utexas.edu](mailto:utpcr@uts.cc.utexas.edu), or visit our website at [www.utpcr.org](http://www.utpcr.org).

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