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PROJECT MANAGEMENT PROGRAM

MANAGING PROJECTS ACROSS BORDERSSM

NEGOTIATING AND WORKING WITH INTERNATIONAL CUSTOMERS, SUPPLIERS, AND PARTNERS

April 1 - 3, 2009 or **December 2-4, 2009**

8:30 a.m. - 5:00 p.m., UTD School of Management, Executive Education Center

Working with international partners requires understanding the immense impact of cultural differences. Acceptable behaviors, relationship building, influence strategies, and decision processes vary across cultures and require different skills. Lacking these skills is a serious handicap for anyone working in an international setting. This interactive workshop teaches the rules and best practices you need to master challenging cross-boundary situations. It addresses the special requirements of influencing and negotiating in other cultures, as well as the complex relationship and conflict management skills needed to establish productive relationships with international customers.

Taught by instructors with extensive business experience, the workshop includes explanations, tools sets, and practice using case examples from a variety of cultures and industries.

OBJECTIVES

- Understand cultural differences that matter in an international project environment
- Master effective communication across cultures; obtain information and feedback
- Successfully influence people in foreign countries; learn to be 'properly' influenced
- Employ international negotiation styles and techniques that drive better outcomes
- Interact with international customers in ways that build trust and credibility

INSTRUCTORS

Sue Freedman, Ph.D. and Lothar Katz

TARGET AUDIENCE

Anyone working with foreign customers or with collaborative development/outsourcing partners in an international environment, including project and program managers.

TOPICS COVERED IN THE WORKSHOP

- Effective Collaboration in International Settings
- Influencing and Negotiating in Other Cultures
- Managing International Customer Relationships

COST

\$1,595 for the three-day workshop. Company discounts available.

UPCOMING WORKSHOPS

June 1-3, 2009: **Managing International Projects (full 3-day version)**

Oct 15-16, 2009: **Managing International Projects (abbreviated 2-day version)**