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# GINA RAE HENDRICKSON

Summary of Services

PO BOX 2585, Santa Barbara, CA 93120

(805) 252-6000 FAX (805) 343-4748

ginarae@ginarae.com

[www.ginarae.com](http://www.ginarae.com)

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## ***SERVICES***

### **Training for Negotiation and Mediation Skills**

#### **Facilitation of Large and Small Meetings**

Programs can be customized for unique needs. Learning sessions vary in length, including one hour, three or four hours, one day, two day, and three day intensives.

## ***MISSION STATEMENT***

To assist organizations in skill building in conflict management, negotiation, and problem solving, to empower individuals to participate in meaningful ways.

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## **SHORT TRAINING PROGRAMS**

### **Negotiate With Anyone, 3-4 hours**

Learn how to collaborate with the four different negotiation personalities, based on preferences around the time it takes to make a decision, the amount of information needed, and the priority different personalities place on relationship. Develop verbal and nonverbal rapport to build safety for discussing differences.

### **Handling Difficult Conversations, 3-4 hours, or 1 day**

Learn the structure of a difficult conversation, the three conversations going on at once, including the spoken and unspoken conversations. Often there are two different conversations going on at once which creates unnecessary conflict. Participants gain tools provide leadership for moving a problem oriented conversation to a solution oriented conversation, as well as how to work with emotions.

### **Dealing With Dirty Tricks, 3-4 hours**

Emphasis is on how to be an effective collaborator during tough negotiations by identifying common tactics that derail negotiations. Common tactics include anger, guilt, flattery, and various competitive tactics that tend to lead to bad deals. Participants learn how to keep track of their goals and deal with difficult negotiators without becoming one.

## **SHORT TRAINING PROGRAMS**

### **Negotiate With Power, 1 hr, 2 hr., or 3 hr**

Learn about ten different sources of power and how they affect your interactions. Learn how to maximize your sources of power so that you negotiate from strength.

Explore common negotiation mistakes that undermine your own power or your ability to handle challenges effectively. You will learn six ways to improve your ability to collaborate with others, influence others to listen to you, and negotiate with confidence.

### **Why Nice Doesn't Work. 1 hr or 3-4 hrs or 1 day**

Examines six common decision making mistakes that create stress, make problems worse, and undermines trust. Nice people tend to agree to decisions that do not meet their own needs and become secret carriers of resentment. The six mistakes lower morale and problem solving breaks down at work and in personal lives.

Participants learn how to:

- Improve collaboration skills
- Increase productivity
- Enhance problem solving skills
- Take personal responsibility for situations they are a part of.

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### **INTENSIVE TRAINING PROGRAMS**

#### **Negotiation Skills                      2 or 3 days**

Participants will learn how to improve interactions and be more equipped to deal complex negotiation that may involve disagreement, resistance, or multiple parties.

Topics include:

- Seven elements that affect every negotiation
- Planning for a negotiation so that you can develop an effective strategy
- Verbal and nonverbal rapport
- Negotiating with different styles
- Managing resistance and impasse
- Dealing with dirty tricks
- Sources of power
- The three phases of a negotiation
- Various ways to develop options
- Different kinds of questions that manage resistance to new ideas or change

#### **The Four Phases of Problem Solving, 1 or 2 days**

Focus is learning how to guide group conversations in problem solving in its necessary sequential order.

Adapted from Neil Rackham's book SPIN Selling

Participants learn:

- How to ask powerful questions that motivate people toward solutions
- How to create momentum for the each problem solving phase: define the situation, explore the problem, examine the consequences, and create an environment conducive to reaching solutions.
- Skills for managing resistance through the timing of match, pace, lead. Timing of when to introduce new ideas is critical to being heard and influencing others to listen
- The role of emotions and how to work with them
- How some emotions can make some interactions stay stuck in impasse and what to do about it

### **INTENSIVE TRAINING PROGRAMS**

#### **The Art of Persuasion            3-4 hrs or 1 or 2 days**

Persuasion requires leadership skills that create safety for expressing disagreement without entering into divisive debate. Participants will learn how to get people to listen to their ideas, and effective and respectful ways of working with resistance to new ideas.

Persuasion skills include:

- ◆ Active Listening using five communication skills
- ◆ Active listening combined with timing is the king and queen of all persuasion skills
- ◆ Timing of persuasion using Match, Pace, And Lead
- ◆ Working with legitimate criteria for dealing with disagreement

#### **Reframing Communication, 2 days**

Focus is on dealing with impasse and resistance to new ideas. Participants learn advanced problem solving skills through story telling, analogy, and metaphor. A person is more likely to be influenced by a well crafted metaphor than with all the rational data in the world.

Emphasis is on

- Clarifying vague communication, including generalizations, deletions, and distortion
- Use of graphics as powerful method of groups integrating concepts
- Learning how to craft analogies that work with each individuals unique view of the world

#### **Mediation Skills, 3 days**

Mediation skills include:

- Strategies for managing conflict
- Moving conversations from problems to solutions
- Managing large amounts of information and multiple issues
- Handling resistance and impasse through matching, pacing, and leading

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## **FACILITATION OF MEETINGS**

Facilitation Services can include:

- Process Design
- Situation Assessment
- Meeting Agenda Development
- Skill Development Workshops
- Meeting Planning and Facilitation
- Community Workshops
- Follow-up Reports and Administrative Services
- Staff Support and Training

## **Partial Client List for training and facilitation**

American Association of Advertising Agencies

Curtiss Wright

Lundgren Management

Hewlett Packard, Research and Development

3M Health Services Corporation, Sales Division

Friendship Center Adult Day Care

Kosaka Graphic Design

Raytheon Infrared Operations

Indigo/Flir Systems

Western States Petroleum Association

National University

United States Postal Service

UCSB Davidson Library

Montecito Fire District

County of Santa Barbara

State of California

References available upon request