



19210 S. Vermont Avenue, Building A, Suite 100  
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www.irwaonline.org



## Negotiating Effectively with a Diverse Clientele

### 209 - Negotiating Effectively with a Diverse Clientele

September 23-24, 2024

Virtual Class

**Credits: 16 QEU/CEU**

### Credentialing

- **New SR/WA:** An intermediate elective course that can be applied towards the SR/WA designation.
- **Specialist:** An intermediate elective course that can be applied towards the R/W-AMC, R/W-EC and R/W-NAC certifications.

### Topics

- Intercultural negotiations
- Intercultural competence
- Building relationships across cultures
- Intercultural communications
- Cultural dimensions comparison
- Language and culture
- Descriptive vs. interpretive statements
- Dimensions of diversity

### Course Tuition Includes

- Participant Manual

### Recommended Material

- *Successful Communication and Negotiation* Textbook (separate purchase; available through [IRWA's Publication Store](#))



Instructor

Mike A. Penick, SR/WA

## Instructor

### Mike A. Penick, SR/WA

Mike A. Penick, SR/WA, is Property & Leasing Coordinator and Right-of-Way Manager at Louisville Metro Government; prior to LMG, Mike was employed as a Right-of-Way Agent at HMB Engineers and Presnell Associates, with acquisitions experience since 1998. Mike has a Bachelor's degree in Business Administration from the University of Louisville, and an MBA with International Concentration from McKendree University, with memberships in the honor societies of Phi Kappa Phi and Sigma Beta Delta. In addition, Mike has taught courses for Jefferson County Public Schools' Adult Education Program. Mike has served in all board level positions for IRWA Chapter 25, is currently a Certified Course Coordinator, and the Chapter 25 Education Chair.

## Location

Newrow Conference Call Participant Capacity: 20  
Start Time: 8am Central Time

## Course Coordinator

Michelle Somers SR/WA-GN  
Phone: 920-433-1107  
E-mail: michelle.somers@wecenergygroup.com

IRWA Member  
Tuition

\$425

IRWA Non-Member  
Tuition

\$530

PDF of Course  
Materials

FREE

Printed Course  
Materials

Total Tuition  
Amount

*An electronic copy of your course material will be added to your IRWA Account once your registration is completed.  
Printed course materials are only available for purchase until 10 days prior to the class start date.*

Register online at [www.irwaonline.org](http://www.irwaonline.org) / Fax this entire page to IRWA HQ: (310) 538-1471

## REGISTRANT INFORMATION

NAME \_\_\_\_\_ TITLE \_\_\_\_\_  
FIRST NAME/ LAST NAME

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY, STATE, ZIP/POSTAL CODE \_\_\_\_\_

PHONE \_\_\_\_\_ MEMBER  YES  NO MEMBER ID NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

## SELECT PAYMENT METHOD

Credit Card

Check

VISA, MASTERCARD, AMEX, DISCOVER ACCEPTED

NAME ON CARD \_\_\_\_\_ CARD TYPE \_\_\_\_\_  
VISA/MASTERCARD/AMEX/DISCOVER

CARD NUMBER \_\_\_\_\_ CARD EXPIRATION \_\_\_\_\_ CVV \_\_\_\_\_

SIGNATURE OF CARDHOLDER \_\_\_\_\_ DATE \_\_\_\_\_

Cancellation Policy: All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

Tuition Refund Policy: Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff (education@irwaonline.org) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.