



## Negotiating Effectively with a Diverse Clientele

### 209 - Negotiating Effectively with a Diverse Clientele

November 6-7, 2025

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

### Denise Lopez, SR/WA, R/W-RAC

Denise Lopez, SR/WA, R/W-RAC, Real Estate Representative for the City of Arlington, is a Member of the International Right of Way Association and is currently a Course Coordinator and the Programs Co-Chair for Chapter 36. Denise has a background of over 23 years experience in the Real Estate field. Prior to working in right of way for a municipality Denise was a real estate agent selling and listing residential real estate. Five years later she became a Real Estate Broker and managed newly licensed realtors under her independently owned real estate company, Property Zone Realty. Denise had the opportunity to become a part time instructor for Kaplan Real Estate Education and did not hesitate to step in front of the classroom as an instructor and teach mandatory continuing education courses including legal and ethics. While being a Texas Real Estate Certified Instructor she also taught licensed agents the ins and outs of TREC contracts.

## Location

Newroom Virtual Class  
Participant Capacity: 20  
Start Time: 8am Central

## Course Coordinator

Blayke Dangelmayr  
Phone: (479)249-4882  
E-mail: blayke@pyleswhatley.com

### IRWA Member Tuition

\$415.00

**LATE: \$490.00**

### IRWA Non-Member Tuition

\$575.00

**LATE: \$650.00**

### PDF of Course Materials

FREE

### Printed Course Materials

Purchase online

### Total Tuition Amount

**LATE FEE EFFECTIVE: October 27, 2025**

*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 _____<br><small>FIRST NAME/ LAST NAME</small> | TITLE _____                                                                            |
| COMPANY _____                                      |                                                                                        |
| ADDRESS _____                                      | CITY, STATE, ZIP/POSTAL CODE _____                                                     |
| PHONE _____                                        | MEMBER <input type="checkbox"/> YES <input type="checkbox"/> NO MEMBER ID NUMBER _____ |
| EMAIL ADDRESS _____                                |                                                                                        |

## SELECT PAYMENT METHOD

☐ Credit Card

☐ Check

VISA, MASTERCARD, AMEX, DISCOVER ACCEPTED

|                               |                                                                 |
|-------------------------------|-----------------------------------------------------------------|
| NAME ON CARD _____            | CARD TYPE _____<br><small>VISA/MASTERCARD/AMEX/DISCOVER</small> |
| 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](mailto: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.