



Negotiating Effectively with a Diverse Clientele

209 - Negotiating Effectively with a Diverse Clientele

April 15-16, 2026

Hybrid 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](#))



209 - Negotiating Effectively with a Diverse Clientele

Instructor

Wayne E. Wright, SR/WA

Wayne E. Wright, SR/WA is a Senior Member of the IRWA with a Texas Real Estate Sales license. He holds a Bachelor of Science in business management with a minor in political Science. Before entering the right of way profession in 2007 he has worked in the real estate, personal insurance, financial services, and the brokerage and investment industries. He has over twenty-two years of real estate and real estate related business experience including a concentration in contract administration, sales office management, and many years negotiating directly with homeowners and landowners. Mr. Wright has strong working knowledge of real estate law with special knowledge of eminent domain (condemnation) proceedings, knowledge of real estate procedures, documents, public land records, appraisal techniques, and familiarity with regulatory and environmental rules and regulations. He is currently working for Oncor Electric Delivery Company LLC as a Right of Way Representative, Senior. He specializes in land acquisitions and property sales throughout the State of Texas. As a Climb Certified Instructor, he looks to bring fresh energy to the IRWA Education Courses. He instructs by engaging attendees in the adult learning process by utilizing an advanced toolkit of great ideas and methodologies.

Location

Newrow Virtual Classroom & CPS Energy HQ
Paseo Del Rio Conference Room
500 McCollugh Ave
San Antonio, TX 78215
Participant Capacity: 20
Start Time: 8am Central

Course Coordinator

Briana Cantu
Phone: (726)228-9449
E-mail: bcantu3@cpsenergy.com

IRWA Member Tuition

\$415.00

LATE: \$440.00

IRWA Non-Member Tuition

\$575.00

LATE: \$600.00

PDF of Course Materials

FREE

Printed Course Materials

Purchase Online

Total Tuition Amount

Late fee effective April 8 2026

*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 / Fax this entire page to IRWA HQ: (310) 538-1471

REGISTRANT INFORMATION

NAME FIRST NAME/ LAST NAME _____ TITLE _____
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.