**Course Title:** Ethics and Negotiating – Did You Cross the Line?

**Course Objective(s):** As a result of this session, participant will be able to deal with all parties to the real estate transaction in a way that is both ethical and lawful, but also in a way the demonstrates a core competency in their negotiating skill.

**Credit Hours:** 3 ETHICS

**Content**: Through the use of questions – with an eye to answers that raise a Red Flag, the practitioner

will be able to more clearly communicate with a client or customer. The more clear the communication – the less likely a member of the public will feel the agent acted unethically.

**COURSE TIMED**

**SUBJECT/TOPICS INCREMENTS**

1. **Introduction** **5 Min**

* State CE rules – Introduce Instructor

1. **Course Overview 5 Min**

* Course Objectives

1. **Exercise 10 Min**

* Two Truths and a Lie

1. **Regulations 15 Min**

* Ethics from NRS 645 and NAC 645

1. **Regulations 15 Min**

* NRS 40.770 – What do you NOT have to say?

**BREAK – 10 Min**

1. **Ethics 10 Min**

* Are they a Customer or a Client?

1. **Ethics 15 Min**

* What about the people who are NOT a party?

1. **Exercise 10 Min**

* Is there a “Meeting of the minds”

1. **Ethics 5 Min**

* Puffing vs. Lying?

1. **Ethics 10 Min**

* Statements and Answers that raise a Red Flag

**BREAK – 10 Min**

1. **Ethics 10 Min**

* Who is my client and how do I communicate with THEM?

1. **Ethics 10 Min**

* The other party – where would I be ‘Crossing the line?

1. **Exercise 10 Min**

* “This is what you said!” vs. “This is how I recall it.” The BUT game.

1. **Ethics 10 Min**

* Specific Strategies – Is it Service or is it Sales?

1. **Ethics 10 Min**

Bringing it all together – Strong Practices vs. Pitfalls!

**TOTAL: 180 Mins ÷ 50 class hr = 3.6 Hours**