



**MACQUARIE**  
**University**  
SYDNEY • AUSTRALIA

Nov 4, 2020

**Thomas Karsten**

has successfully completed

**Negotiation skills: Negotiate and resolve conflict**

an online non-credit course authorized by Macquarie University and offered through  
Coursera

*A Heys*

Andrew Heys, PhD  
Director, International Engagement  
Macquarie Business School  
Sydney, Australia

COURSE  
CERTIFICATE



Verify at [coursera.org/verify/D424QX3ZHDMH](https://coursera.org/verify/D424QX3ZHDMH)

Coursera has confirmed the identity of this individual and their  
participation in the course.