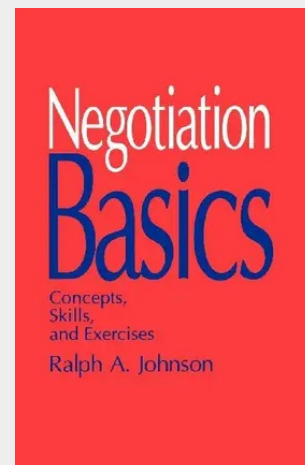


Negotiation Basics

Concepts, Skills, and Exercises

It is a very practical book aiming to describe various ways of negotiating. The author's use of a conversational style makes for easy reading. A useful and light book which serves as an introduction to the area. --Counselling at Work "Although the book's format makes it of particular interest to teachers thinking about a possible text to assign for a semester-length general course in negotiation, the average reader may also enjoy this blend of theoretical and practical perspectives." --Negotiation Journal How does negotiation work? What are the options and procedures for a thorough negotiation? What problems and deficiencies does one encounter in negotiation? How can skill-building be integrated for a successful negotiation? To answer these and other questions, Negotiation Basics presents both theoretical and practical perspectives that enable readers to develop the skills necessary for individual and group negotiating situations. Utilizing a unique theory-into-practice technique, each chapter introduces and discusses an essential negotiating concept--concepts that connect to a related skill, and integrates exercises throughout the chapters. Thus, each chapter provides readers with the opportunity to practice the newly acquired skills. Topics examined include steps necessary for goal building, role of information in negotiations, hidden and incidental "costs," popular strategies, role of the agent, and reasons why negotiations fail. This unique and illuminating volume is a welcome addition for business and management courses, service organizations, labor studies programs, education and communication departments, and conflict resolution programs.

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