

CONTENTS

Figures, Tables, and Exhibit	vii
Preface	ix
PART ONE: THE ESSENTIALS OF GLOBAL AND MULTICULTURAL NEGOTIATION 1	
1 Introduction to Culture and Negotiation: The Context of Global and Multicultural Negotiations	3
2 The Wheel of Culture	21
3 Strategies for Global Intercultural Interactions	61
4 Cross-Cutting Issues in Negotiation	77
PART TWO: A STEP-BY-STEP GUIDE TO INTERCULTURAL NEGOTIATIONS 127	
5 The Preparation Stage	129
6 Beginning Negotiations	149
7 Identifying and Exploring Issues	185
8 Cultural Patterns in Information Exchange	221

vi CONTENTS

- 9 Problem Solving and Option Generation 247
- 10 Influence and Persuasion Strategies 283
- 11 Assessing Options 327
- 12 Reaching Closure and Developing Agreements 347
- 13 Implementing Agreements 367

PART THREE: ASSISTED NEGOTIATIONS AND THIRD-PARTY ROLES 387

- 14 Assisted Negotiations 389
- 15 Facilitation and Mediation 407

References 435

The Authors 449

Name Index 451

Subject Index 457

<http://www.pbookshop.com>