



Effective Negotiation: From Research to Results

Ray Fells

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Effective Negotiation is a task-oriented and practical resource that provides the skills needed to reach a good agreement. It examines how negotiations work and covers key issues such as trust, power and information exchange. Ray Fells draws on his extensive teaching and research experience to present useful, applicable strategies and advice on managing workplace and business negotiations. Fully revised and updated, this comprehensive second edition boasts new features including chapter summaries, fundamental skills tips and a complete Negotiator's Toolkit. It incorporates up-to-date case studies, new material on mediation and on multi-party negotiations and a new concluding chapter on being an effective negotiator. The companion website, at www.cambridge.edu.au/academic/effective, includes a comprehensive set of lecturer resources, including Powerpoint summaries, negotiation role plays, and expanded case material. Effective Negotiation remains an essential resource for students and professionals in the fields of business and management, law, human resource management and employment relations.

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