

Interpersonal negotiations breaking down the barriers

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Abstrak

Finally? a negotiation framework that encourages a positive outcome for both parties. This book takes the "win/win" concept a step further to make negotiating a more gratifying experience? even if you don't get exactly what you want. *Interpersonal Negotiations: Breaking Down the Barriers* builds on mutual understanding and respect for each other's needs and provides a proven framework for fulfilling them. You'll discover the secrets that can help turn an adversary into an advocate. You will learn how to: ? Ensure a safe, fair, and effective negotiation process ? Direct the negotiation process to create mutual understanding and acceptance ? Recognize and understand your own needs and those of the other person ? Make it easy for others to understand your needs ? Be creative and persistent to address and resolve blocks to successful negotiation ? Assess the other person's behavioral and emotional responses ? Acknowledge your own and the other person's perceptions and beliefs ? Avoid getting mired in the process. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through [amaselfstudy](http://amaselfstudy.com).