Contents

About the authors *vii*
List of contributors *viii*

Part 1: Negotiation techniques **1**

1 Mastering a win–win negotiation 3
Karl Bolton

2 Crafting persuasive arguments and structuring a case for success 22
Karl Bolton

3 Conflict management skills 40
Waqar Abbasi

4 Negotiation management and practices 64
Karl Bolton

Part 2: Communication approaches **81**

5 Building active listening skills 83
Karl Bolton

6 Trust, influence, power: Communication strategies to develop negotiation skills 103
Khadija Rauf

7 Building rapport: Enhancing negotiation with effective communication 131
Karl Bolton

Part 3: Managing yourself and others **147**

8 Managing emotions to effectively build relationships 149
Waqar Abbasi

9 Global communication strategies and diverse cultures 172
Dalvony Savic

10 Managing diverse personalities in negotiations 196
Waqar Abbasi

Index 225