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"A must-read for lawyers, business people, and other professionals wanting helpful negotiation advice." -Robert Mnookin, author of *Bargaining with the Devil: When to Negotiate, When to Fight* "As social creatures, we are always trying to influence each other. Russell Korobkin's book lays out five techniques that anyone can use to ensure you get what you want and leave enough on the table so others win, too. The book moves quickly, is full of examples, and provides step-by-step actionable instructions to help you negotiate anything. Everyone needs this book." -Paul J.

Zak, author of *Trust Factor: The Science of Creating High-Performance Companies* From leading negotiation expert Russell Korobkin comes this revelatory guide that distills the keys to bargaining into five simple-yet-sophisticated tools that anyone can master. The *Five Tool Negotiator* stands apart in a category saturated with breezy, self-help volumes as a compulsively readable and highly researched must-have for anyone looking to improve their bargaining skills. Nationally renowned UCLA law professor Russell Korobkin distills insights drawn from his decades of studying and teaching the keys to success-

ful negotiations into five simple-yet-sophisticated strategies: Bargaining Zone Analysis * Persuasion * Deal Design * Power * and Fairness Norms. Incorporating lively anecdotes and fascinating social science experiments, Korobkin brings to life concepts from the disparate fields of psychology, economics, and game theory. Designed for use at both the flea market and in the C-suite, this game-changing, universal approach provides a formula that a savvy reader can implement immediately:

- Tool #1, Bargaining Zone Analysis, enables you to identify the range of agreements that will benefit both parties.
- Tool

#2, Persuasion, convinces your counterpart that reaching an agreement will benefit them more than they otherwise would have recognized, making them willing to give you more. · Tool #3, Deal Design, structures the agreement in ways that increase its value to both parties. · Tool #4, Power, forces your counterpart to agree to terms relatively more desirable to you. · Tool #5, Fairness Norms, enables you to seal a bargain that both parties can feel good about. From negotiating the price of a used car to closing a multimillion-dollar merger, Korobkin meticulously explains how to answer the following questions that arise in every negotiation: Should you make the first offer or let the other side go first? What makes some proposals seem more fair than others? How do you decide whether to accept an offer, reject it, or make a counteroffer? When should you propose an unusual agreement structure? What steps can you take to make a bluff believable? Readers will come away with a roadmap to becoming a truly complete negotiator, able to understand bargaining as both a strategic and social activity. Intuitively accessible and reassuringly persuasive, *The Five Tool Negotia-*

tor promises to be a classic in the art of bargaining strategy.

We all negotiate on a daily basis. We negotiate with our spouses, children, parents, and friends. We negotiate when we rent an apartment, buy a car, purchase a house, and apply for a job. Your ability to negotiate might even be the most important factor in your career advancement. Negotiation is also the key to business success. No organization can survive without contracts that produce profits. At a strategic level, businesses are concerned with value creation and achieving competitive advantage. But the success of high-level business strategies depends on contracts made with suppliers, customers, and other stakeholders. Contracting capability—the ability to negotiate and perform successful contracts—is the most important function in any organization. This book is designed to help you achieve success in your personal negotiations and in your business transactions. The book is unique in two ways. First, the book not only covers negotiation concepts, but also provides practical actions you can take in future negotiations. This includes a Negotiation Planning Checklist and a completed example of the check-

list for your use in future negotiations. The book also includes (1) a tool you can use to assess your negotiation style; (2) examples of “decision trees,” which are useful in calculating your alternatives if your negotiation is unsuccessful; (3) a three-part strategy for increasing your power during negotiations; (4) a practical plan for analyzing your negotiations based on your reservation price, stretch goal, most-likely target, and zone of potential agreement; (5) clear guidelines on ethical standards that apply to negotiations; (6) factors to consider when deciding whether you should negotiate through an agent; (7) psychological tools you can use in negotiations—and traps to avoid when the other side uses them; (8) key elements of contract law that arise during negotiations; and (9) a checklist of factors to use when you evaluate your performance as a negotiator. Second, the book is unique in its holistic approach to the negotiation process. Other books often focus narrowly either on negotiation or on contract law. Furthermore, the books on negotiation tend to focus on what happens at the bargaining table without addressing the performance of an agreement. These books make the mistak-

en assumption that success is determined by evaluating the negotiation rather than evaluating performance of the agreement. Similarly, the books on contract law tend to focus on the legal requirements for a contract to be valid, thus giving short shrift to the negotiation process that precedes the contract and to the performance that follows. In the real world, the contracting process is not divided into independent phases. What happens during a negotiation has a profound impact on the contract and on the performance that follows. The contract's legal content should reflect the realities of what happened at the bargaining table and the performance that is to follow. This book, in contrast to others, covers the entire negotiation process in chronological order beginning with your decision to negotiate and continuing through the evaluation of your performance as a negotiator. A business executive in one of the negotiation seminars the author teaches as a University of Michigan professor summarized negotiation as follows: "Life is negotiation!" No one ever stated it better. As a mother with young children and as a company leader, the executive realized that negotiations are pervasive in our per-

sonal and business lives. With its emphasis on practical action, and with its chronological, holistic approach, this book provides a roadmap you can use when navigating through your life as a negotiator. The book that has earned the reputation as the "Sales Closers Bible" in six countries. Invest in this quick-read and you will learn sales techniques and strategies that will improve your success in both your business and personal lives. This book delivers hundreds of master sales closing tips that include: Recognising and acting upon the customers personality profiles; Playing to customers expectations based on their ethnic, economic, and professional backgrounds; Using reverse psychology and subtle intimidation to trap and close difficult customers; Is this sales book right for you? This book shows you practical approaches for turning familiar customer objections to your favour and into sales. From subtle insights to ingenious tactics you'll learn the fine art of being a master closer at: The initial customer approach; The sales presentation; The set-up; The final close. Explains that the selling of ideas is a matter of encouraging others to share one's

beliefs in a guide for salespeople that invites readers to self-assess their persuasion personality and build on natural strengths.

Provides an understanding about the impact of culture and communication on international business negotiations. This work explores the problems faced by Western managers while doing business abroad and offers guidelines for international business negotiations. It also focuses on an important aspect of international business: negotiations.

THE NUMBER ONE BESTSELLER FROM THE 45th PRESIDENT OF THE UNITED STATES 'I like thinking big. I always have. To me it's very simple: If you're going to be thinking anyway, you might as well think big.' - Donald J. Trump Here is Trump in action - how he runs his business and how he runs his life - as he meets the people he needs to meet, chats with family and friends, clashes with enemies, and changes the face of the New York City skyline. But even a maverick plays by the rules, and Trump has formulated eleven guidelines for success. He isolates the common elements in his great-

est deals; he shatters myths; he names names, spells out the zeros, and fully reveals the deal-maker's art. And throughout, Trump talks – really talks – about how he does it. Trump: The Art of the Deal is an unguarded look at the mind of a brilliant entrepreneur and an unprecedented education in the practice of deal-making. It's the most streetwise business book there is – and the ultimate read for anyone interested in making money and achieving success, and knowing the man behind the spotlight.

When discussing being stuck in a "win-win vs. win-lose" debate, most negotiation books focus on face-to-face tactics. Yet, table tactics are only the "first dimension" of David A. Lax and James K. Sebenius' pathbreaking 3-D Negotiation (TM) approach, developed from their decades of doing deals and analyzing great dealmakers. Moves in their "second dimension"—deal design—systematically unlock economic and noneconomic value by creatively structuring agreements. But what sets the 3-D approach apart is its "third dimension": setup. Before showing up at a bargaining session, 3-D Negotiators ensure that the right parties have been ap-

proached, in the right sequence, to address the right interests, under the right expectations, and facing the right consequences of walking away if there is no deal. This new arsenal of moves away from the table often has the greatest impact on the negotiated outcome. Packed with practical steps and cases, 3-D Negotiation demonstrates how superior setup moves plus insightful deal designs can enable you to reach remarkable agreements at the table, unattainable by standard tactics.

This book introduces a dynamic, new framework for using law, litigation, regulation and lobbying as part of competitive business strategy. Every business strategist, entrepreneur, and corporate lawyer needs to understand a basic truth of the modern market -- you must make the legal rules that govern your products and services or one of your competitors will. And it is much easier to stay in business if you are the one writing the rules. Written in a lively style with a host of stories and examples drawn from business history as well as contemporary events, professor G. Richard Shell of the world-famous Wharton School of Business shows how business

leaders from Henry Ford and Bill Gates and corporate rivals from Coke to Pepsi have fought and won the battle for legal supremacy.

"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-prac-

tice 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.

This is the most comprehensive and up-to-date investigation of moral and conceptual questions about lying and deception. Carson argues that there is a moral presumption against lying and deception that causes harm, he examines case-studies from business, politics, and history, and he offers a qualified defence of the view that honesty is a virtue.

Whether you are selling a house, closing a business deal, settling a divorce, arbitrating a labor dispute, or trying to hammer

out an international treaty, Howard Raiffa's new book will measurably improve your negotiating skills. Although it is a sophisticated self-help book—directed to the lawyer, labor arbitrator, business executive, college dean, diplomat—it is not cynical or Machiavellian: Raiffa emphasizes problems and situations where, with the kinds of skills he aims to develop, disputants can achieve results that are beneficial to all parties concerned. Indeed, he argues that the popular “zero-sum” way of thinking, according to which one side must lose if the other wins, often makes both sides worse off than they would be when bargaining for joint mutual gains. Using a vast array of specific cases and clear, helpful diagrams, Raiffa not only elucidates the step-by-step processes of negotiation but also translates this deeper understanding into practical guidelines for negotiators and “intervenors.” He examines the mechanics of negotiation in imaginative fashion, drawing on his extensive background in game theory and decision analysis, on his quarter-century of teaching non-specialists in schools of business and public policy, on his personal experiences as director of an international institute

dealing with East/West problems, and on the results of simulated negotiation exercises with hundreds of participants. There are popular books on the art of winning and scholarly books on the science of negotiation, but this is the first book to bridge the two currents. Shrewd, accessible, and engagingly written, it shows how a little analysis sprinkled with a touch of art can work to the advantage of any negotiator.

Negotiating on Behalf of Others explores current negotiation theory, providing a framework for understanding the complexity of negotiating for others. Negotiation agents are broadly defined to include legislators, diplomats, salespersons, lawyers, committee chairs -- in fact anyone who represents others in negotiation. Leading figures in the field examine the following areas in depth: labour-management relations; international diplomacy; sports agents; legislative process; and agency law. The book concludes with suggestions for future research and specific advice for practitioners.

Negotiations are challenging and sometimes scary. You prepare and know what you want, but then things go terribly

wrong. Your emotions get in the way. Sometimes you don't even try, or lose your way and fail to achieve your objectives. This book helps you get out of your own way, manage your emotions, and negotiate effectively.

BRAND NEW FOR 2019: A fully revised and updated edition of the quintessential guide to learning to negotiate effectively in every part of your life "A must read for everyone seeking to master negotiation. This newly updated classic just got even better."—Robert Cialdini, bestselling author of *Influence* and *Pre-Suasion* As director of the world-renowned Wharton Executive Negotiation Workshop, Professor G. Richard Shell has taught thousands of business leaders, lawyers, administrators, and other professionals how to survive and thrive in the sometimes rough-and-tumble world of negotiation. In the third edition of this internationally acclaimed book, he brings to life his systematic, step-by-step approach, built around negotiating effectively as who you are, not who you think you need to be. Shell combines lively stories about world-class negotiators from J. P. Morgan to Mahatma Gandhi with proven bargaining advice based on the latest research into ne-

gotiation and neuroscience. This updated edition includes: This updated edition includes: · An easy-to-take "Negotiation I.Q." test that reveals your unique strengths as a negotiator · A brand new chapter on reliable moves to use when you are short on bargaining power or stuck at an impasse · Insights on how to succeed when you negotiate online · Research on how gender and cultural differences can derail negotiations, and advice for putting relationships back on track

Contrary to conventional wisdom about what makes a good negotiator - namely, being aggressive and unemotional - in *Bring Yourself*, Mori Taheripour offers a radically different perspective. In her own life, and in her more than fifteen years of experience teaching negotiation, she has found that the best negotiators are empathetic, curious and present. The essence of bargaining isn't the transaction, but rather the conversation and human connection. It is when we bring our whole, authentic selves to the table that we can advocate for ourselves fearlessly and find creative solutions that benefit everyone. *Bring Yourself* explains how your pressure points, personal experience and even your cultural

expectations can become roadblocks to finding common ground, and it offers essential strategies to move beyond them and open your mind. With eye-opening and empowering stories throughout, *Bring Yourself* helps readers gain the confidence they need to achieve their goals in work and in life. Timely and provocative, this paradigm-shifting book can transform our world and the way we work together.

From two leaders in executive education at Harvard Business School, here are the mental habits and proven strategies you need to achieve outstanding results in any negotiation. Whether you've "seen it all" or are just starting out, *Negotiation Genius* will dramatically improve your negotiating skills and confidence. Drawing on decades of behavioral research plus the experience of thousands of business clients, the authors take the mystery out of preparing for and executing negotiations—whether they involve multimillion-dollar deals or improving your next salary offer. What sets negotiation geniuses apart? They are the men and women who know how to: •Identify negotiation opportunities where others see no room for discussion •Discover the truth even when the other side wants to conceal

it •Negotiate successfully from a position of weakness •Defuse threats, ultimatums, lies, and other hardball tactics •Overcome resistance and “sell” proposals using proven influence tactics •Negotiate ethically and create trusting relationships—along with great deals •Recognize when the best move is to walk away •And much, much more This book gets “down and dirty.” It gives you detailed strategies—including talking points—that work in the real world even when the other side is hostile, unethical, or more powerful. When you finish it, you will already have an action plan for your next negotiation. You will know what to do and why. You will also begin building your own reputation as a negotiation genius.

This book provides students with a comprehensive understanding of the fundamental components of the negotiation process and the challenges that face negotiators. It contains, in a single volume, text material on current theory and research, readings from diverse perspectives, cases that demonstrate how negotiation has been effectively or ineffectively applied in practice, role-playing exercises that enable stu-

dents to hone their skills, and questionnaires that assess personal qualities that can influence negotiation processes and outcomes.

At last, here is a book that shows women how to recognize the Shadow Negotiation - in which the unspoken attitudes, hidden assumptions, and conflicting agendas that drive the bargaining process play out -- and how to use that knowledge to their advantage. Each time people bargain over issues -- a promotion, a contract with a new client, a bigger role in decision-making -- a parallel negotiation unfolds beneath the surface of the "formal" discussion. Bargainers constantly maneuver to determine whose interests and needs will hold sway, whose opinions will matter, and how cooperative each person will be in reaching an agreement. How the issues are resolved hangs on the actions people take in the shadow negotiation, yet it is in this shadow negotiation that women most often run into trouble. The most productive negotiations take place when strong advocates can connect with each other. Good results depend equally on a bargainer's positioning her ideas for a fair hearing and on being open to the other side's point of view.

But traditionally women have not fared well on either front. Often, they let negotiable moments slip by and take the first "no" as a final answer, or their efforts to be responsive to the other side's position are interpreted as accommodation. As a result, women can come away from negotiations with fewer dollars, perks, plum assignments, or less say in decision-making than men. To negotiate effectively, women must pay attention to acts of self-sabotage as well as to the moves others make in the shadow negotiation. By bargaining more strategically, women can establish the terms of their advocacy, their voice, and at the same time encourage the open communication essential to a collaborative discussion in which not only acceptable, but creative, agreements can be worked out. Written by Deborah M. Kolb and Judith Williams, two authorities in the field, *The Shadow Negotiation* shows women a whole new way to think about the negotiation process. Kolb and Williams identify the common stumbling blocks that women encounter and present a game plan for turning their particular strengths to their advantage. Based on extensive interviews with hundreds of business-women, *The Shadow*

Negotiation provides women with a clear, insightful guide to the hidden machinations that are at work in every bargaining situation.

We all want to get to yes, but what happens when the other person keeps saying no? How can you negotiate successfully with a stubborn boss, an irate customer, or a deceitful coworker? In *Getting Past No*, William Ury of Harvard Law School's Program for Negotiation is the author. This is the second, greatly expanded edition of one of the world's most successful books on negotiation. 'Getting to Yes' offers powerful principles to guide readers to success in the art of negotiation.

Winner! - CMI Management Book of the Year 2017 - Practical Manager category Master the art of negotiation and gain the competitive advantage Now revised and updated, the second edition of *The Negotiation Book* will teach you about one of the most important skills in business. We all have to negotiate at some point; whether in the office or at home and good negotiation skills can have a profound effect on our lives - both financially and personally. No other skill will give you a better chance of optimizing your success and your organi-

zation's success. Every time you negotiate, you are looking for an increased advantage. This book delivers it, whilst ensuring the other party also comes away feeling good about the deal. Nothing will put you in a stronger position to build capacity, build negotiation strategies and facilitate negotiations through to successful conclusions. *The Negotiation Book: Explains the importance of planning, dynamics and strategies Will help you understand the psychology, tactics and behaviours of negotiation Teaches you how to conduct successful win-win negotiations Gives you the competitive advantage*

The tools you need to maximize success in any negotiation, at any level With *Negotiate Without Fear: Strategies and Tools to Maximize Your Outcomes*, master negotiator, Kellogg professor, and accomplished CEO Victoria Medvec delivers an authoritative and practical resource for eliminating the fear that impedes success in negotiation. In this book, readers will discover unique and proprietary negotiation strategies honed over decades advising Fortune 500 clients on high-stakes, complex negotiations. *Negotiate Without Fear* provides readers at all levels of negotiation skill the

ability to increase their negotiating confidence and maximize their negotiation success. You'll learn how to: Put the right issues on the table by defining your objectives for the negotiation Analyze the issues being negotiated with an Issue Matrix to ensure you have the right issues to secure what you want Establish ambitious goals using a proprietary tool to identify the weaknesses in the other side's best outside alternative (BATNA) Leverage a unique architecture for creating and delivering Multiple Equivalent Simultaneous Offers (MESOs) *Negotiate Without Fear* belongs on the bookshelves of executives and all the dealmakers who work for them. Additionally, specific advice is provided in every chapter for individuals who are negotiating for themselves and in the everyday world. This book is an invaluable guide for anyone who hopes to sharpen their negotiating skills and achieve success in any arena.

Advanced Negotiation Techniques provides a wealth of material in a winning combination of practical experience and good research to give you a series of tools, techniques, and real-life examples to help you achieve your negotiation objectives.

For 25 years and across 40 countries, the Resource Development Centre (RDC), run by negotiation experts Alan McCarthy and Steve Hay, has helped thousands of people to conduct successful negotiations of every type. Many RDC clients have been business professionals who have learned how to sell more successfully. Others have improved their buying skills. A few clients have applied the RDC techniques outside the business environment altogether—for instance, in such areas as international diplomatic services, including hostage and kidnap situations. As you'll discover, the RDC philosophy is centered on business ethics and a principled approach to negotiation that maximizes the value of the outcomes for both parties. It can even create additional value that neither party could find in isolation. In this book, you will learn: The ten golden rules for successful negotiations How to handle conflicts with your negotiating partners What hostage and kidnapping negotiations can teach managers negotiating in business settings How to ensure both sides perceive any agreement as a "win" Achieve higher-profit deals in difficult circumstances In the business world, negotiating with other

companies, government officials, and even your colleagues is a fact of life. Advanced Negotiation Techniques takes you through a system for planning and conducting negotiations that will enable you and your team to achieve your negotiation objectives. This is an internationally tried and tested process, with many current Blue Chip organizations applying it daily for a simple reason: the techniques are easy to implement and they work. That makes this book essential reading for those who want to achieve their goals in any area of life. Most of us worry that we're not very good negotiators - too quick to concede or too abrupt in our approach. But negotiation is present in almost every social interaction - we cannot avoid it. Neale and Lys present a practical new approach that will help you master this crucial everyday skill in every situation. Instead of focusing on reaching agreement at any cost, Neale and Lys reveal how to overcome our psychological biases and assess the hidden value in any negotiation. They explain how to know what a good deal is; when to negotiate and when to walk away; why keeping a straight face can prevent you from getting the best deal; when to make the first offer

and when to wait; and why meeting in the middle can result in both sides being worse off. Drawing on three decades of ground-breaking research into behavioural economics, psychology and strategic thinking, Getting (More of) What You Want will revolutionise the way you approach negotiation. Whether you're looking for a better deal on your new car, asking for a pay rise, selling your company or just deciding who does the washing up, this book will help you become a more successful, more efficient negotiator - and get more of exactly what you want.

Wharton professor Richard Shell created the Success Course to help his world-class MBA students answer two questions that aren't as obvious as they seem: "What, for me, is success?" and "How will I achieve it?" Based on that acclaimed course, Springboard shows how to assess the hidden influences of family, media, and culture on your beliefs about success. Then it helps you figure out your unique passions and capabilities, so you can focus more on what gives meaning and excitement to your life, and less on what you are "supposed" to want.

This companion volume to the negotiation classic *Getting to Yes* explores the negotiation process in depth and presents case studies, charts, and worksheets for blueprinting and personalized negotiating strategy.

“Packed with transformative insights, *Dealmaking* will help a new generation of business leaders get to yes.”—William Ury, coauthor of *Getting to Yes* Informed by meticulous research, field experience, and classroom-tested strategies, *Dealmaking* offers essential insights for anyone involved in buying or selling everything from cars to corporations. Leading business scholar Guhan Subramanian provides a lively tour of both negotiation and auction theory, then takes an in-depth look at his own hybrid theory, outlining three specific strategies readers can use in complex dealmaking situations. Along the way, he examines case studies as diverse as buying a house, haggling over the rights to a TV show, and participating in the auction of a multimillion-dollar company. Based on broad research and detailed case studies, *Dealmaking* brings together negotiation and auction strategies for the first time, providing the jargon-free, empirically

sound advice professionals need to close the deal. Originally published in hardcover under the title *Negotiauctions*.

In the global marketplace, negotiation frequently takes place across cultural boundaries, yet negotiation theory has traditionally been grounded in Western culture. This book, which provides an in-depth review of the field of negotiation theory, expands current thinking to include cross-cultural perspectives. The contents of the book reflect the diversity of negotiation—research-negotiator cognition, motivation, emotion, communication, power and disputing, intergroup relationships, third parties, justice, technology, and social dilemmas—and provides new insight into negotiation theory, questioning assumptions, expanding constructs, and identifying limits not apparent from working exclusively within one culture. The book is organized in three sections and pairs chapters on negotiation theory with chapters on culture. The first part emphasizes psychological processes—cognition, motivation, and emotion. Part II examines the negotiation process. The third part emphasizes the social context of negotiation. A final chapter synthesizes the main themes of the book to il-

lustrate how scholars and practitioners can capitalize on the synergy between culture and negotiation research.

A Gallup study found that 50% of resigning employees did so “to get away from their manager....” The ones who don’t quit become disengaged; creating a negative work environment costing U.S. companies billions in lost productivity each year. Leaders in the 21st century need to understand that technical skills are not enough to be an effective manager. They need to be able to demonstrate Tactical Empathy to create a more productive environment. This book introduces readers to the fundamentals of Hostage Negotiator-Leadership (HNL) which has, as its foundation, Tactical Empathy. Inside, you’ll learn 12 simple-to-execute skills that, if applied immediately, will have you operating at a level higher than most. *Ego, Authority, Failure* was written for leaders who want actionable techniques to build trust-based influence in order to motivate and inspire. It also shares cautionary tales for those in denial about the damage their ego and authority has on their organization.

Everybody negotiates at various points ev-

ery day, be it in life or business, and it's important to get it right. On average, people leave about 20% of potential mutual gains untapped in any negotiation. This is akin to taking 20% of the value in any deal and dumping it into a garbage canister. Finding that hidden 20%, the "sweet spot," is a skill that takes practice but is also one that anybody can learn. Leigh Thompson offers best practices and tools within this book to use in daily negotiations and conflict situations. She calls these strategies "hacks" because they work but don't require a lot of investment, training, expense, and time. You don't have to be a CEO, senior VP, or regional brand manager to learn how to find the sweet spot in life's negotiations. In *Negotiating the Sweet Spot*, benefits include learning the following: Understanding where the sweet spot is in the deals you negotiate Adopting a big-picture mind-set when approaching any negotiation Seeing negotiations less as win-lose battles and more as opportunities to use problem-solving skills Utilizing a tool kit of "hacks" that will work in any negotiation and have been proven effective by a top expert in the field *Negotiating the Sweet Spot* walks people of all skill and experi-

ence levels through simple and proven techniques that are sure to result in better outcomes for all parties and that uncover the hidden value that exists in any negotiation.

From the authors of *Women Don't Ask*, the groundbreaking book that revealed just how much women lose when they avoid negotiation, here is the action plan that women all over the country requested—a guide to negotiating anything effectively using strategies that feel comfortable to you as a woman. Whether it's a raise, that overdue promotion, an exciting new assignment, or even extra help around the house, this four-phase program, backed by years of research and practical success, will show you how to recognize how much more you really deserve, maximize your bargaining power, develop the best strategy for your situation, and manage the reactions and emotions that may arise—on both sides. Guided step-by-step, you'll learn how to draw on your special strengths to reach agreements that benefit everyone involved. This collaborative, problem-solving approach will propel you to new places both professionally and personally—and open doors you thought

were closed.

Learn to be a better negotiator--and achieve the outcomes you want. If you read nothing else on how to negotiate successfully, read these 10 articles. We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you avoid common mistakes, find hidden opportunities, and win the best deals possible. This book will inspire you to: Control the negotiation before you enter the room Persuade others to do what you want--for their own reasons Manage emotions on both sides of the table Understand the rules of negotiating across cultures Set the stage for a healthy relationship long after the ink has dried Identify what you can live with and when to walk away This collection of articles includes: "Six Habits of Merely Effective Negotiators" by James K. Sebenius; "Control the Negotiation Before It Begins" by Deepak Malhotra; "Emotion and the Art of Negotiation" by Alison Wood Brooks; "Breakthrough Bargaining" by Deborah M. Kolb and Judith Williams; "15 Rules for Negotiating a Job Offer" by Deepak Malhotra; "Getting to Si, Ja, Oui, Hai, and Da" by Erin Meyer; "Negotiating Without a Net: A Con-

versation with the NYPD's Dominick J. Misi-no" by Diane L. Coutu; "Deal Making 2.0: A Guide to Complex Negotiations" by David A. Lax and James K. Sebenius; "How to Make the Other Side Play Fair" by Max H. Bazerman and Daniel Kahneman; "Getting Past Yes: Negotiating as if Implementation Mattered" by Danny Ertel; "When to Walk Away from a Deal" by Geoffrey Cullinan, Jean-Marc Le Roux, and Rolf-Magnus Weddigen.

This fundamental guide on programmatic advertising explains in detail how automated, data-driven advertising really works in practice and how the right adoption leads to a competitive advantage for advertisers, agencies and media. The new way of planning, steering and measuring marketing may still appear complex and threatening but promising at once to most decision makers. This collaborative compendium combines proven experience and best practice in 22 articles written by 45 renowned experts from all around the globe. Among them Dr. Florian Heinemann/Project-A, Peter Würtenberger/Axel-Springer, Deirdre McGlashan/MediaCom, Dr. Marc Grether/Xaxis, Michael Lamb/Me-

diaMath, Carolin Owen/IPG, Stefan Bardega/Zenith, Arun Kumar/Cadreon, Dr. Ralf Strauss/Marketingverband, Jonathan Becher/SAP and many more great minds. The art of negotiation—from one of the country's most eminent practitioners and the Chair of the Harvard Law School's Program on Negotiation. One of the country's most eminent practitioners of the art and science of negotiation offers practical advice for the most challenging conflicts—when you are facing an adversary you don't trust, who may harm you, or who you may even feel is evil. This lively, informative, emotionally compelling book identifies the tools one needs to make wise decisions about life's most challenging conflicts.

Real world negotiation examples and strategies from one of the most highly respected authorities in the field This unique book can help you change your approach to negotiation by learning key strategies and techniques from actual cases. Through hard to find real world examples you will learn exactly how to effectively and productively negotiate. The Book of Real World Negotiations: Successful Strategies from Business, Government and Daily

Life shines a light on real world negotiation examples and cases, rather than discussing hypothetical scenarios. It reveals what is possible through preparation, persistence, creativity, and taking a strategic approach to your negotiations. Many of us enter negotiations with skepticism and without understanding how to truly negotiate well. Because we lack knowledge and confidence, we may abandon the negotiating process prematurely or agree to deals that leave value on the table. The Book of Real World Negotiations will change that once and for all by immersing you in these real world scenarios. As a result, you'll be better able to grasp the true power of negotiation to deal with some of the most difficult problems you face or to put together the best deals possible. This book also shares critical insights and lessons for instructors and students of negotiation, especially since negotiation is now being taught in virtually all law schools, many business schools, and in the field of conflict resolution. Whether you're a student, instructor, or anyone who wants to negotiate successfully, you'll be able to carefully examine real world negotiation situations that will show you how to achieve your objectives

in the most challenging of circumstances. The cases are organized by realms—domestic business cases, international business cases, governmental cases and cases that occur in daily life. From these cases you will learn more about: Exactly how to achieve Win-Win outcomes The critical role of underlying interests The kind of thinking that goes into generating creative options How to consider your and the other negotiator's Best Alternative to a Negotiated Agreement (BATNA) Negotiating successfully in the face of power Achieving success when negotiating cross-culturally Once you come to understand through these cases that negotiation is the art of the possible, you'll stop saying "a solution is impossible." With the knowledge and self-assurance you gain from this book, you'll roll up your sleeves and keep negotiating until you reach a mutually satisfactory outcome!

The Conscience Code is a practical guide to creating workplaces where everyone can thrive. Surveys show that more than 40% of employees report seeing ethical misconduct at work, and most fail to report it—killing office morale and allowing the wrong people to set the example. Colle-

giate professor G. Richard Shell has heard work misconduct stories from his MBA students which inspired him to create this helpful guide for navigating these nuances. Shell created this book to point to a better path: recognize that these conflicts are coming, learn to spot them, then follow a research-based, step-by-step approach for resolving them skillfully. By committing to the Code, you can replace regret with long-term career success as a leader of conscience. In *The Conscience Code*, Shell shares tips and facts that solves a crucial problem faced by professionals everywhere: What should they do when they are asked to compromise their core values to achieve organizational goals? Teaches readers to recognize and overcome the five organizational forces that push people toward actions they later regret. Lays out a systematic, values-to-action process that people at all levels can follow to maintain their integrity while achieving true success in their lives and careers. Driven by dramatic, real-world examples from Shell's classroom, today's headlines, and classic cases of corporate wrongdoing, *The Conscience Code* shows how to create value-based workplaces where ev-

eryone can thrive.

Combining insights in negotiation research with the tactics used by some of the world's leading business strategists, *Bargaining for Advantage* is a practical guide to becoming a more effective negotiator. Richard Shell explores the hidden psychology and patterns that govern every bargaining situation. Driven by stories about everything from hostage taking and high stakes business deals to everyday encounters, this work offers a step-by-step approach that draws on your own communication style to make you a skilful negotiator.

Wharton business school professor, G. Richard Shell, teaches you how to define your success personally in *Success, Your Way* 'Your time is limited, so don't waste it living someone else's life' -Steve Jobs Everyone knows that you are supposed to 'follow your dream'. But where is the map to help you discover that dream? In *Success, Your Way*, award-winning author and Wharton School professor G. Richard Shell challenges you to set aside ideas of success as defined by society, family, and the media. Instead he asks you to honestly an-

swer two questions: What, for me, is success? How will I achieve it? Drawing on decades of research, Shell helps you probe your past, imagine your future, and measure your strengths. By identifying your unique passions and capabilities you will focus more on what gives meaning and excitement to your life. Get ready for the journey of a lifetime - one that will help you reevaluate your future and achieve success on your own terms. Students and executives say that G. Richard Shell's courses have changed their lives. Let this book change yours. 'A new way to look at success that can transform your life' Daniel Pink, author of *To Sell is Human and Drive* 'This inspiring guide will give you the tools to turn your calling into your

Monday morning reality' Laura Vanderkam, author of *What the Most Successful People Do Before Breakfast* G. Richard Shell is the Thomas Gerrity Professor of Legal Studies, Business Ethics, and Management at the Wharton School. The creator of Wharton's popular "Success Course," his previous books include the award-winning *Bargaining for Advantage* and, with Mario Moussa, *The Art of Woo*. He lives with his family near Philadelphia.

Conflict is inevitable, in both deals and disputes. Yet when clients call in the lawyers to haggle over who gets how much of the pie, traditional hard-bargaining tactics can lead to ruin. Too often, deals blow up, cases don't settle, relationships fall apart, justice is delayed. *Beyond Winning* charts a

way out of our current crisis of confidence in the legal system. It offers a fresh look at negotiation, aimed at helping lawyers turn disputes into deals, and deals into better deals, through practical, tough-minded problem-solving techniques.

Negotiating International Business is a comprehensive reference guide designed to aide business people when dealing with foreign counterparts. It explains fundamental aspects of international business negotiations, culture-specific expectations and practices, as well as numerous techniques used by international negotiators. Here is the advice you need in order to be successful by adjusting business, personal, and social behaviors as required in any of 50 countries around the world.