## **Preface**

Presenting a new method for the study of communication and negotiation in international business, this text provides students with the knowledge to conduct negotiations from a geocentric framework. Author has integrated communication and international business perspectives to help readers develop a strong understanding of the elements necessary for negotiating in a global setting, as well as the skills needed to adapt to the changing environment. This geocentric orientation is an evolution of global learning resulting in effective worldwide negotiation.

## Key Features:

- **Offers a cross-disciplinary approach:** The fields of communication and business are integrated to provide a macro-orientation to global business negotiation.
- Devotes a chapter to intercultural communication competency: Scales are included to help students assess their potential to become a successful global business negotiators.
- Provides students with a view of the world in negotiating with others from different cultures: Up-to-date information about current international business contexts gives insight into the challenges experienced by global business negotiators.
- Discusses alternative dispute resolution: Because of differences in culture and in political structure from one country to another, a chapter is devoted to this growing area of global business negotiation.
- Presents practitioners' perspectives: These perspectives illustrate the "real world" of global business negotiation and reinforce the importance of understanding cultural differences.

**AUTHOR** 

## **Contents**

1.	Managing Communications	1 - 17	
	Introduction – Definitions of Communication – Significance of Communication in Organizations – Communication Process – Communication Flows in an Organization – Barriers to Communication – Gateways to Effective Communication – Summary – Case Study		
2.	Cross-Cultural Communication	18 - 28	
	Origins - Global Rise - International Educational Organizations - Summary		
3.	Persuasive Communications	29 - 41	
	Persuasion – Definition of Attitude – Persuasion from Business Angle – Think About It – Summary		
4.	Negotiations	42 - 63	
	Approaches to Negotiation - The Major Elements of Negotiation Preparation - The Situation - Think About It - Summary		
5.	Making Presentations - Getting Started	64 - 78	
	Speech Purposes - General - Speech Purpose - Specific - Methods of Speaking - Analyzing the Audience - Non-verbal Dimensions of Presentation - Think About It - Summary		
6.	Letter Writing: Writing About the Routine and the Pleasant 79 - 103		
	Understanding the Audience - Organizing Your Message - Business Letters - Credit Information, Coastline Café - Think About It		
7.	Writing about the Unpleasant	104 - 124	
	Writing for the Reader – Saying "No" to an Adjustment Request – Saying "No" to a Credit Request – Saying "No" to an Order for Merchandise – Saying "No" to a Request for a Favour – Special Problems in Writing about the Unpleasant – Think About It		
8.	Writing to Persuade	125 - 150	
	The Basis of Persuasive Sales Messages - Identifying Objectives - The Basis of Persuasive Sales Messages - Organizing the Message - Writing a Complete Sales Letter - Claim Letters and Requests for Favors - The Collection Series - Strong Appeal or Urgency - Think About It		

9.	Writing Effective Memos	151 - 168
	Fundamentals of Effective Memos – Types of Memos – Memos about the Unpleasant – Persuasive Memos – Think About It	
10.	The Framework of a Report	169 - 180
	The Elements of a Report - The Text of the Report - Think About It	
11.	Writing the Report	181 - 213
	Different Types of Reports – Four Steps in Writing a Report – Structuring the Report – Concluding the Report – Executive Summary – Reducing Tritech's Travel and Entertainment Costs Introduction – The High Cost of Travel and Entertainment – Growing Impact on the Bottom Line – Methods for Reducing Travel and Entertainment Costs – Summary	
12.	Leadership	214 - 237
	Introduction – Definition and Meaning of Leadership – Key Elements of Leadership – Leadership Theories – Summary – Case Study	
13.	Managerial Decision-making	238 - 266
	Introduction – Significance and Limitations of Rational Decision-making – Managers as Decision-makers – Decision-making Process – Types of Managerial Decisions – Decision-making under Certainty, Uncertainty and Risk – Management Information System vs. Decision Support System – The Systems Approach to Decision-making – Group Decision-making – Decision-making Techniques – Summary – Case Study	
14.	Group Dynamics	267 - 274
	Group Structure and Size - Group Functions - Group Norms - Summary	
15.	Interviewing	275 - 288
	Planning the Interview – Conducting the Interview – The Ethics of Interviewing – Think About It	
16.	Business Etiquette	289 - 310
	Business Etiquette – Introductions and Handshakes – Men and Women Working Together – Table Manners – Menu Ordering – Menu Terms – Table Conversation – Coping With Tableware – Formal Dinner Place Setting – Eating Food Gracefully – Travel Etiquette – Communications – Disability Etiquette – Think About It	
17.	Appendix I: Negotiation Skills	311 - 323
18.	Appendix II: Interpersonal Growth and Gender in Groups	324 - 365
19.	The International Business Etiquette Guide	366 - 376