

## TABLE OF CONTENTS

### ***ABOUT THE AUTHORS***

### ***FOREWARD***

### ***Chapter 1 INTRODUCTION***

- 1.1 The Negotiations Framework
- 1.2 The Negotiator
- 1.3 About this book
- 1.4 What the book isn't

### ***Chapter 2 TECHNOLOGY IN BRIEF***

- 2.1 Computers and Networks
- 2.2 Internet and Web
  - 2.2.1 Web Communication
    - HTTP and HTTPS
    - Wireless Protocols
  - 2.2.2 Web Languages
    - HTML, XML and WML
    - JAVASCRIPT, Applets and Flash
    - Why so Many Languages?
- 2.3 Databases
- 2.4 Web2 and Beyond
  - The Dot-Com Bust
  - Web3

### ***Chapter 3 INTELLIGENCE***

- 3.1 Online Intelligence
  - 3.1.1 Search Engines
    - Searching
  - 3.1.2 Search Engine Alternative
    - The dark or deep web
- 3.2 Evaluating and using results
  - 3.2.1 Authentication
  - 3.2.2 Don't Look Any Further
- 3.3 Counterintelligence

### ***Chapter 4 PERCEPTION***

- 4.1 Theoretical Framework
- 4.2 Inherited and Developmental Traits
- 4.3 Culture
  - 4.3.1 The Dimensions of Culture
  - 4.3.2 Culture in Negotiations
  - 4.3.3 Expressions of Culture in International Business Negotiations
  - 4.3.4 Relationship Styles
  - 4.3.5 Managerial Perceptions in Cultural Contexts
  - 4.3.6 The Positive Side of Cross-Cultural Differences
  - 4.3.7 Highlights of Selected Cultural Groups
- 4.4 E-Negotiation Specifics

## *Chapter 5*    **STRATEGY**

- 5.1 The negotiation environment
  - 5.1.1 The Time Variable
- 5.2 Problem Solving and Decision Making Styles
  - 5.2.1 BATNAs and ZOPAs
  - 5.2.2 Interests Strategy
  - 5.2.3 Emotions in Negotiation Strategies
  - 5.2.4 Appreciative Moves
- 5.3 Power Schemes
  - 5.3.1 Negotiating from Below
  - 5.3.2 Negotiating from Above
  - 5.3.3 Negotiating Under the Supervisors Eye
- 5.4 Strategic Process and Tips
- 5.5 Formal Methods of Decision Analysis
  - 5.5.1 Payoff Table Analysis
  - 5.5.2 Decision Trees
  - 5.5.3 Game Theory
  - 5.5.4 Simulations
- 5.6 Concluding Remarks

## *Chapter 6*    **COMMUNICATION**

- 6.1 Communication tools
  - 6.1.1 Language
  - 6.1.2 Paralanguage
  - 6.1.3 Body Language
- 6.2 Communication Modes
  - 6.2.1 Synchronous and Asynchronous Communication Modes
- 6.3 Communication Problems
  - 6.3.1 Cross-cultural Communication Process
- 6.4 Main Communication Mediums for E-Negotiators
  - 6.4.1 Voice and Video Based

- 6.4.2 Text Based Communication
  - 6.4.2.1 Email Messaging Specifics
  - 6.4.2.2 Alternative Modes
- 6.5 Final Note

## *Chapter 7*    **DEAL or NO DEAL**

- 7.1 Negotiation Framework
  - 7.1.1 Intelligence and Understanding
  - 7.1.2 Strategy and Implementation
- 7.2 Negotiation Factors
- 7.3 Closing the Deal
- 7.4 Walking Away From the Deal
- 7.5 The “Afterlife” Phase
- 7.6 Hinds and Suggestions

## *Chapter 8*    **SPECIAL TOPICS**

- 8.1 Negotiation Support Systems (NSS)
- 8.2 Automated Negotiations
- 8.3 Online Dispute Resolution (ODR)
- 8.4 e-diplomacy
  - 8.4.1 *Communication Speed and Information Abundance*
  - 8.4.2 *Ease and Expectations Influence on Policy Formation*
  - 8.4.3 *Concerns and Issues*
  - 8.4.4 *From Diplomacy to E-diplomacy – The Use of Technology*
- 8.5 e-Ethics

## *Chapter 9*    **PRESENT AND FUTURE TRENDS**

- 9.1 Technology Innovations
- 9.2 Beyond Globalization
- 9.3 Reputation Management
  - 9.3.1 Personal Websites
  - 9.3.2 Personal Blogs and Wikis
  - 9.3.3 Social Networks
- 9.4 Keeping “Fit”
- 9.5 Quality of Life
  - 9.5.1 Ergonomics for E-Negotiators
- 9.6 Conclusions

Chapter 1 INTRODUCTION



Figure 1. Negotiations Spiral Framework

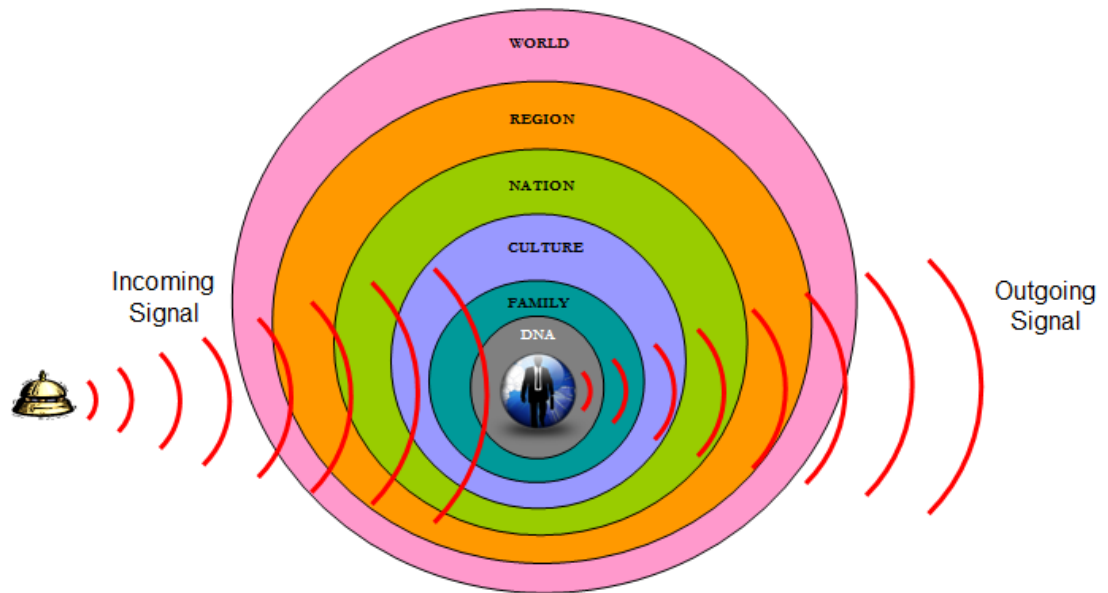
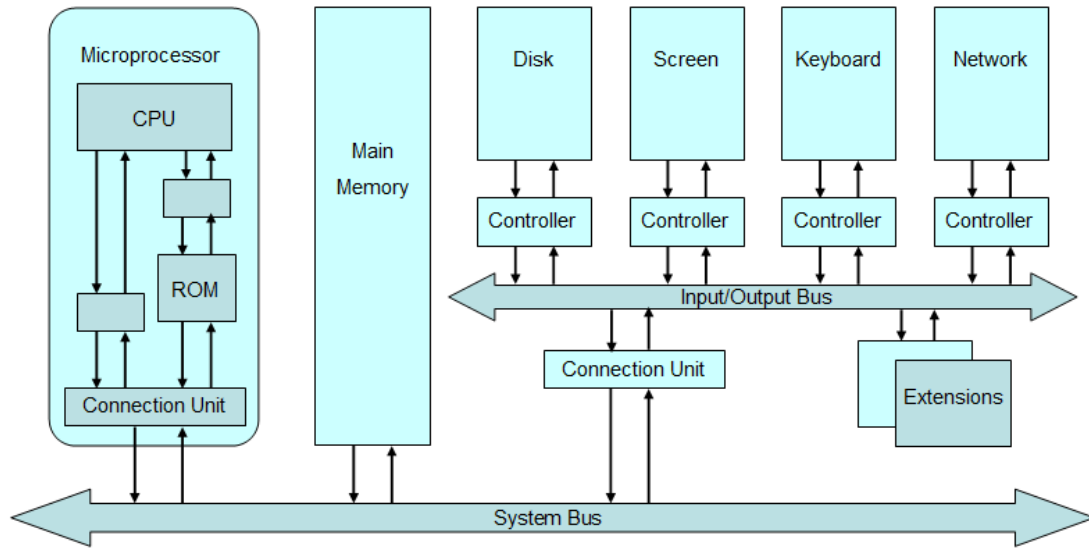
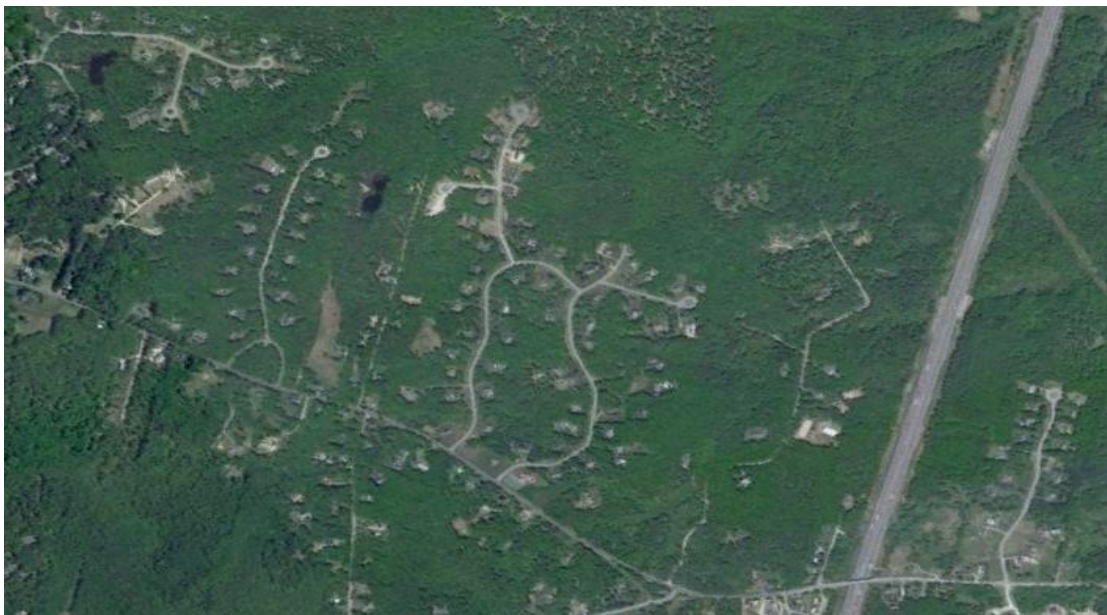


Figure 2. The Negotiator's Layers of Influence

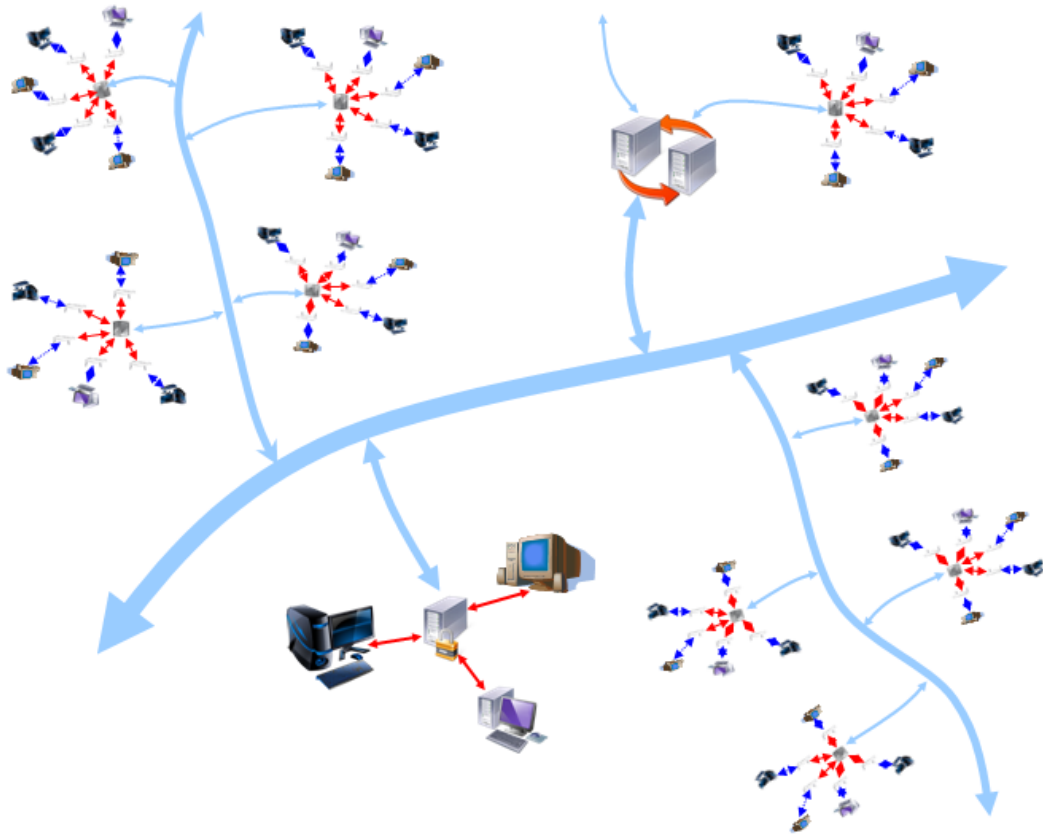
Chapter 2 TECHNOLOGY IN BRIEF



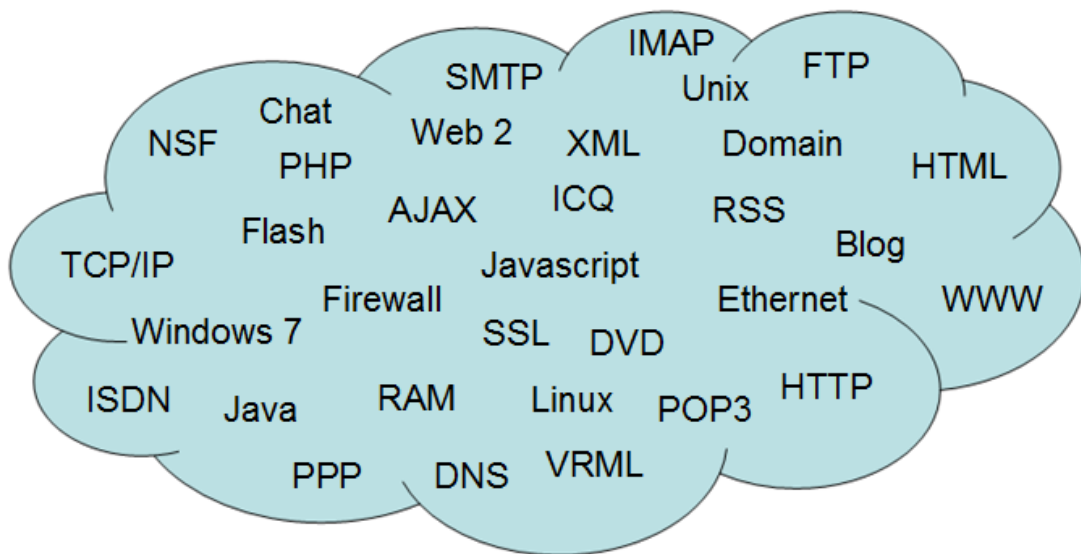
**Figure 1 Typical Computer Architecture**



**Figure 2.2 Google Earth View of a Highway with Side Roads**



**Figure 2.3 Computer Network Topology**



**Figure 2.4 Internet Buzz Words**

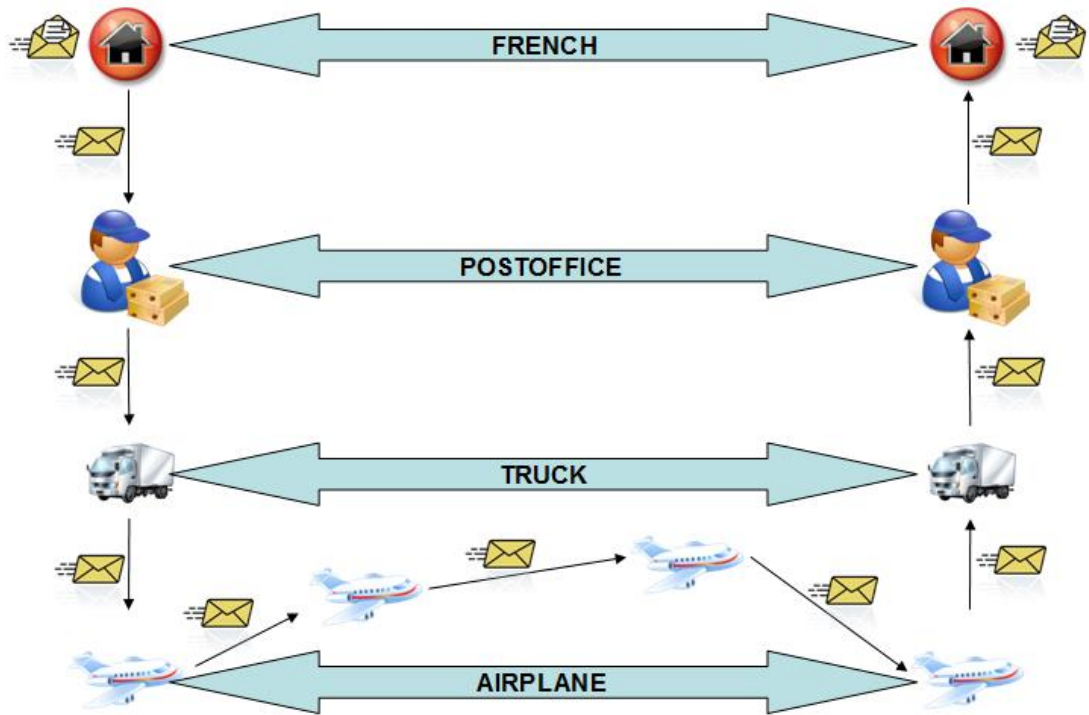
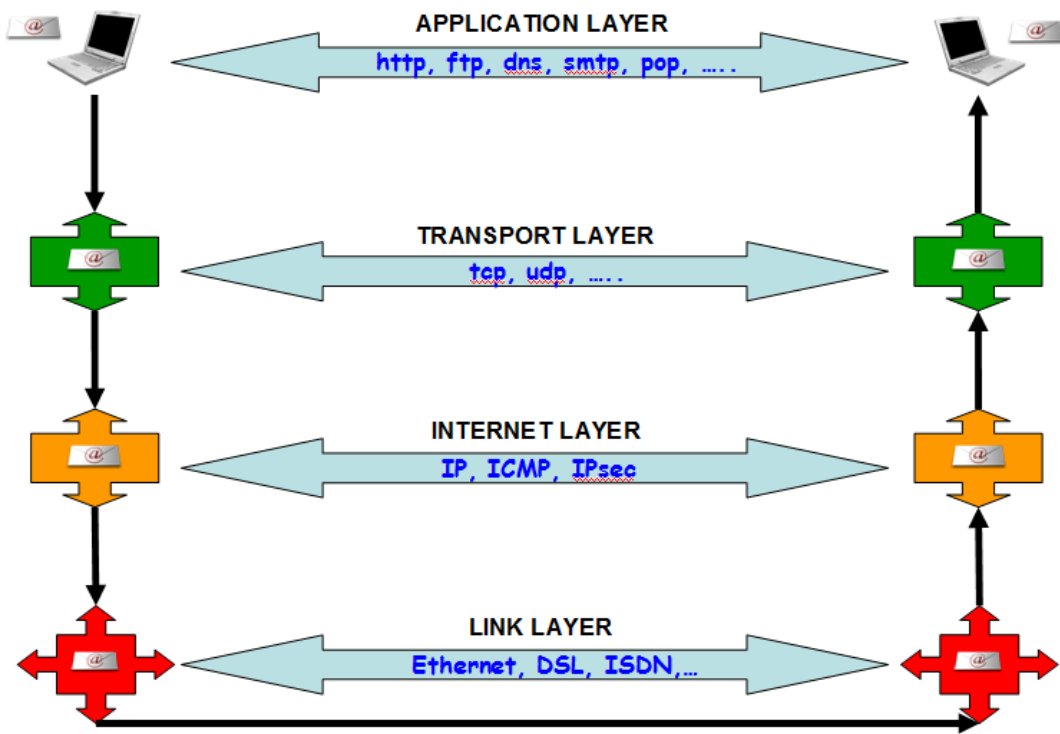


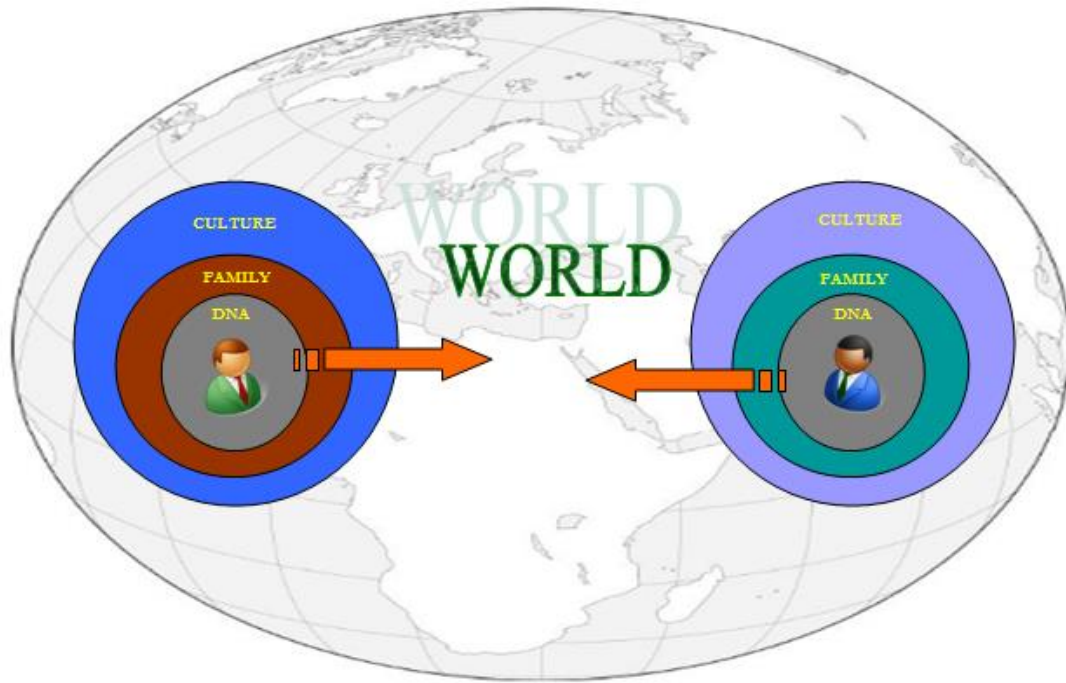
Figure 2.5 Message Exchange in Real World



**Figure 2.6 Internet Communication Layers/Protocols**

*Chapter 3* INTELLIGENCE

*Chapter 4* PERCEPTION



**Figure 4.1 Influence Layers during Communications**

*Chapter 5* STRATEGY



PAYOFF TABLE	States of Nature				
	Large Rise	Small Rise	No Change	Small Fall	Large Fall
Gold	-100	100	200	300	0
Corporate Bonds	250	200	150	-100	-150
Growth Stock	500	250	100	-200	-600
C/D Account	60	60	60	60	60
Government Bonds	200	150	150	-200	-150

Figure 5.1 Payoff Table of an Investment Scenario

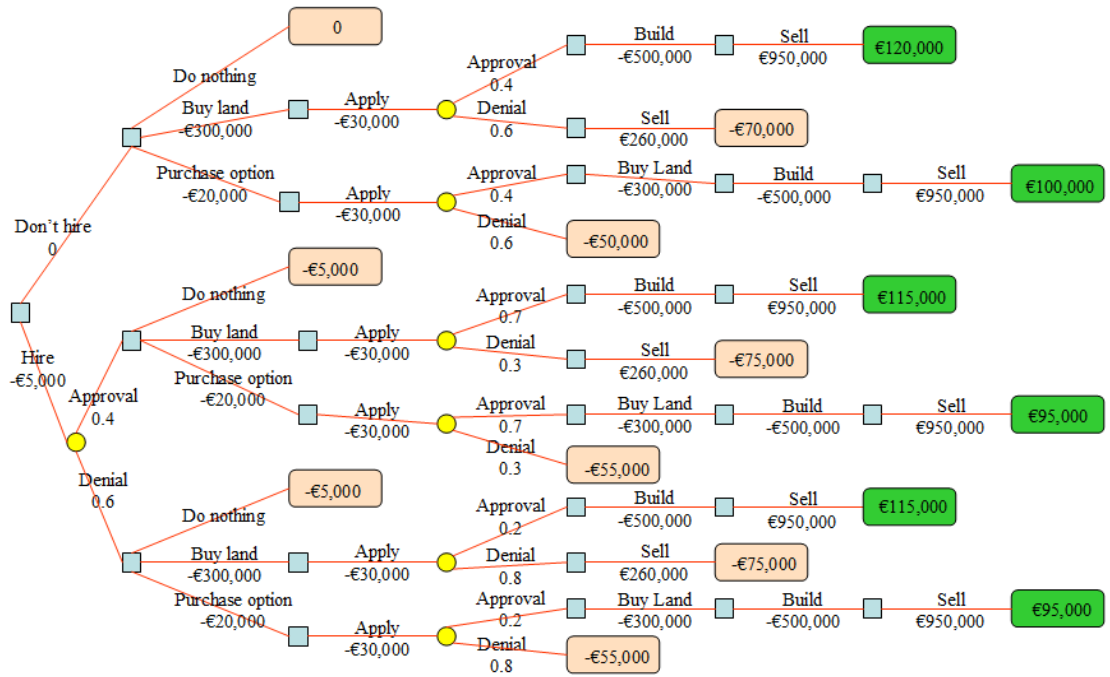
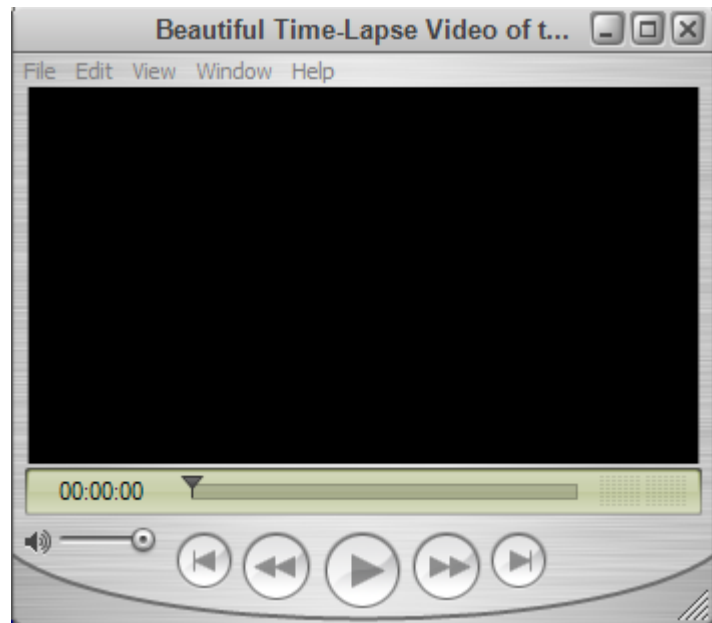


Figure 5.2 Decision Tree Analysis Case

Chapter 6 COMMUNICATION

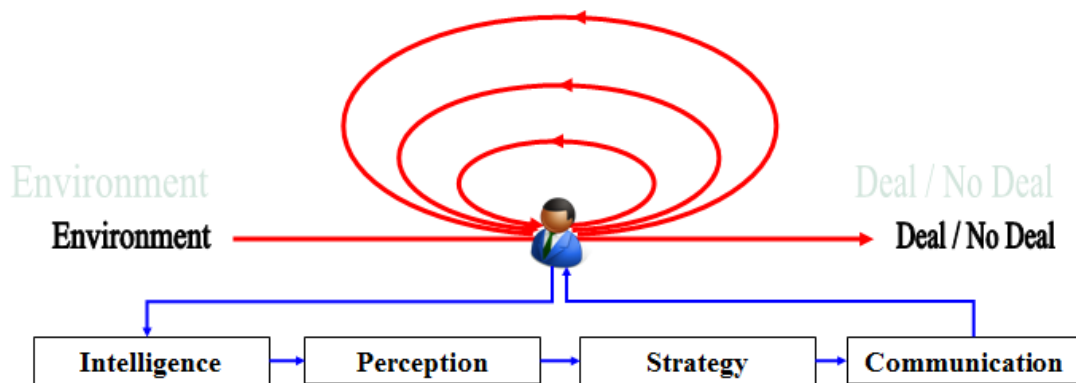


**Figure 6.1 Pictorial Description of the Function of a Washing Machine**



**Figure 6.2 Button Arrangement of QuickTime Player**

*Chapter 7* DEAL or NO DEAL



**Figure 7.1 Problem Solving Approach – Systems Perspective**



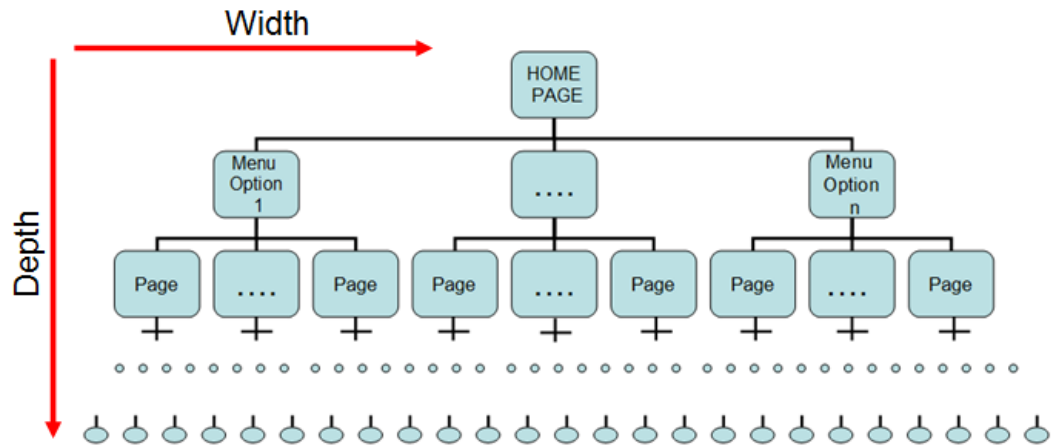
**Figure 7.2 Evolution of the Negotiation Phases in Time**



**Figure 7.3 Negotiations Dominated by the Communications Phase**

*Chapter 8* SPECIAL TOPICS

*Chapter 9* PRESENT AND FUTURE TRENDS



**Figure 9.1 Typical Web Site Structure**