

Negotiation; communication for diverse settings.

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AUTHOR: Spangle, Michael L. and Myra Warren Isenhardt.

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REVIEW: Writing for students in undergraduate or graduate settings, organizational consultants Spangle and Isenhardt explain the basic theory and skills of negotiation in a variety of settings. After presenting background and fundamentals, they look at interpersonal, consumer, organizational, community, and international contexts. Following various chapters they present relevant interviews with 25 practitioners of negotiation, in which the interviewees are asked about preparations, typical sessions, and other pertinent information. A final chapter identifies similarities and differences demonstrated in the interviews. (©2003 Book News, Inc., Portland, OR)

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