



The Truth About Negotiations (2nd Edition)

By Leigh Thompson

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Learn to be a world-class negotiator: get what you want and need out of any negotiation! Here, top negotiations expert Leigh Thompson brings together 50+ proven negotiation principles and bite-size, easy-to-use techniques that work! Now fully updated, this edition contains brand-new “truths” for negotiating successfully across generations and cultures, negotiating in virtual environments, and more. Thompson provides realistic game plans that work in any negotiation situation and shows how to create win-win deals by leveraging carefully collected information. Thompson also helps you effectively lay claim to part of the win-win goldmine, and more. You’ll learn how to handle less-than-perfect situations, such as getting called on a bluff, establishing trust with someone you don’t trust, recognizing when to walk away, negotiating with people you don’t like — and conversely, negotiating with people you love. Thompson guides you every step of the way, helping you plan strategy, understand your “best alternative to a negotiated agreement,” make the first offer, control the process (and your emotions), resolve difficult disputes, and achieve the goals that matter most.

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Editorial Review

From the Back Cover

You Can Become a World-Class Negotiator—and Achieve Consistently Superior Outcomes!

- The truth about how to negotiate over the Internet and email successfully
- The truth about being ready to negotiate on a moment's notice
- The truth about negotiating with people you dislike or distrust

Simply the best thinking

the truth and nothing but the truth

This book reveals **46 PROVEN NEGOTIATION PRINCIPLES** and bite-size, easy-to-use techniques that work.

“Conflict and adversarial situations are unavoidable. Thompson’s lessons offer a roadmap to navigating those interactions successfully. I found myself using her lessons and turning potential conflict into a win/win. You need these tools in your toolbox!”

Ben Keller, CPP, Senior Director, Corporate Security Services, Capital One

“Armed with cutting-edge research, Thompson offers up the definitive answers that propel even seasoned negotiators to reach the next level of negotiation success. The return-on-investment is monumental.”

Tanios Viviani, President-Americas, Amway Corp.

About the Author

Leigh Thompson is a Distinguished Professor of Dispute Resolution & Organizations at the Kellogg School of Management at Northwestern University. She directs the Leading High Impact Teams executive program, the Kellogg Team and Group Research Center, and co-directs the Negotiation Strategies for Managers program. An active scholar and researcher, she has published more than 110 research articles and chapters and has authored 9 books, including: *Creative Conspiracy: The New Rules of Breakthrough Collaboration*, *The Mind and Heart of the Negotiator*, *Making the Team*, *Organizational Behavior Today*, *Creativity and Innovation in Organizational Teams*, *Shared Knowledge in Organizations*, *Negotiation: Theory and Research*, *The Social Psychology of Organizational Behavior*, and *Conflict in Organizational Groups*. Thompson speaks and conducts workshops on negotiation teamwork, collaboration, and creativity skills for large and small organizations across the globe.

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