CONTENTS

PART -1 NEGOTIATION

1. Essentials of Negotiation

- Introduction to Negotiation Analysis
- Multiple Issues, Multiple Parties
- Complex Negotiations
- Expectation & Deliverables
- Fundamental of negotiation
- Objective Questions

2. Planning

- Process of Negotiation
- Strategies of negotiation
- Objective Questions
- 3. Distributive Strategy/Tactics
 - Distributive Strategies & Tactics
 - Objective Questions
- 4. Integrative Strategy/Tactics
 - Integrative Strategies & Tactics
 - Objective Questions
- 5. Developing a negotiation style
 - Negotiation Styles
 - Objective Questions
- 6. Establishing Trust-Building Relationships
 - Trust and Relationships
 - Objective Questions
- 7. Power, Persuasion, Ethics
 - Power-Persuasion-Ethics
 - Objective Questions
- 8. Creativity, & BATNA MODEL
 - Problem Solving
 - Issues managed by Creativity.
 - Best Alternative To A Negotiated Agreement.
 - Objective Questions
- 9. Communication skills for Effective negotiation & Emotion in Negotiation
 - Concept of communication
 - Importance of communication in negotiation
 - Achieving Effective communication in negotiation.
 - Principle of communication in negotiation.
 - Objective Questions

10. Cross cultural Negotiations

- Cross Cultural Negotiation
- Objective Questions

11. Tacit Negotiations

- Difficult Negotiations
- Objective Questions

12. The Social Dilemmas & Ethical Business

- Introduction of Social dilemmas
- Prisoner's Dilemma
- Solution
- Objective Questions

13. Negotiating and Information Technology

- Impact of technology on negotiation
- Role of IT in negotiation
- Emerging challenges of negotiation in IT
- Objective Questions

PART -2 COUNSELING SKILLS FOR MANAGERS

14 Emergence and growth of counselling Services

- Concept & Nature of counseling.
- Counselling Process.
- Application of Counselling to Organization and Personal Situation with focus on Performance Counselling.
- Function of Counselling
- Approaches to Counselling.
- Objective Questions

15. Counsellors

- Role of counsellor
- Qualities of counsellor
- Understanding Client's Behavior.
- Developing and termination a Counselling Relationship and Follow Up.
- Assessing Client's Problem.
- Objective Questions

16. Counsellor's Attitudes

- Skills of Counselling. Counselling Strategies.
- Counselling Strategies.
- Counselling Therapies- Insight Oriented Therapy. Behavior Therapy and Group Theory.
- Objective Questions

17. Communication and Persuasion

• Communication Strategies and Reference Group and

- Communication Role in Understanding Client's Problem.
- Objective Questions
- 18. Motivation and Inventive Requirement of Productivity
 - Role of Counselling in Understanding of Low Productivity of Indian Workers.
 - Need of Counselling Cell in the Organization.
 - Application of Counselling to Organizational Situations with a focus on Performance Counselling.
 - Objective Questions

Index