

ARROW MEDIATION

Dispute Resolution • Health Mediation

Fremantle, Western Australia • Darwin, Northern Territory
Freecall Australia Wide 1800 775 556

Negotiation Skills Workshop

Reading and Reference List: **Books**

Chaiken and Trope, (Eds) "Dual Process Theories in Social Psychology" Guilford 1999

Charlton R and Dewdney M "The Mediator's Handbook" Lawbook Co. Sydney 2006

Cialdini, R B "Influence- Science and Practice" Pearson Education 2009

Cornelius, H and Faire, S "Everyone Can Win" Simon & Shuster Australia 2006

Dolan, J P, "Smart Negotiating- it's a done deal" Entrepreneur Media Canada 2006

Fisher, R Ury W and Patton B "Getting to Yes- Negotiating agreement without giving in" Penguin 3rd Edition 2011

Gottman, J "Why Marriages Succeed or Fail" Simon and Schuster NY 1994

Heinrichs, J "Winning Arguments" Penguin NY 2010

Lakhani, D "Persuasion –the art of getting what you want" John Wiley and Sons New Jersey 2005

Milgram, S "Obedience to Authority" New York Harper & Row 1974

Preston, N "Understanding Ethics" Federation Press 3rd Ed 2007

Rodenburg, P "Presence" Penguin 2007 ppg 250-251

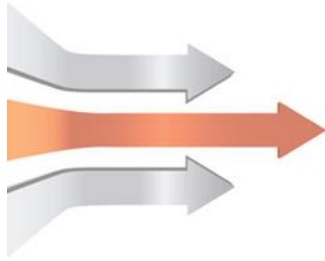
Thomas, J "Negotiate to Win" HarperCollins 2005

Thompson, L "The Truth about Negotiations" Pearson Education 2008

Tvede, L "The Psychology of Finance" Chichester. Wiley 1999

Ury, W "The Power of a Positive No" Hodder & Stoughton 2007

Willbourn, H "Agree to Win" BBC Books 2004



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Reading and Reference List: Articles

Baker SM, Marshak HH, Rice, GT, & Zimmerman, GJ (2001) Patient Participation in Physical Therapy Goal Setting *Physical Therapy*, 81, 5, 1118-1126 –in most cases therapists don't take full advantage of patient participation in Goal Setting

Barry, B., & Freidman, R. A. (1998) Bargainer characteristics in distributive and integrative negotiation. *Journal of Personality and Social Psychology*, 74, 345–359. Behavioural and attitudinal elements demonstrated by the Parties bargaining

Benton, A, Kelley, H, & Liebling, B (1972) Effects of extremity of offers and concession rate on the outcomes of bargaining *Journal of Personality and Social Psychology* 24,73-83 –mainly applicable to money negotiations

Burger JM, Messian, N, Patel, S, del Prado, A & Anderson, C. (2004) What a coincidence! The effects of incidental similarity on compliance *Personality and Social Psychology Bulletin*, 30, 35-42 – we like people who are like us even if the similarity is trivial

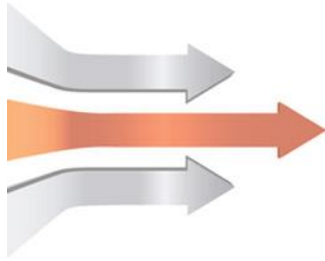
Chaiken, S (1979) Communicator Physical Attractiveness and Persuasion. *Journal of Personality and Social Psychology* 37, 8, 1387-1397 –attractive persuaders are more effective at persuading, but this could be partially due to the possession of other persuasive tools apart from the physical attractiveness

Dallinger, J. M., & Hample, D. (1995). Personalizing and managing conflict. *International Journal of Conflict Management*, 6, 287–289. 5 Conflict Management Styles

Gibelman, M & Whiting, L (1999) Negotiating and Contracting in a Managed care Environment *Health and Social Work*, 24, 3, Aug – skills of negotiating in managed care environments

Langer, Blank and Chanowitz, (1978) The mindlessness of ostensibly thoughtful action; The role of placebic information in interpersonal interaction. *Journal of Personality and Social Psychology*, 36, 635-642- Photocopier lineup and 'Because'- increasing compliance with requests

Marks, M & Harold, C (2011) Who asks and who receives in Salary Negotiations *Journal of Organisational Behaviour* 32,3, 371-394 - Collaborative styles, along with competitive strategies, lead to significant gains in salary offers, while collaborative approaches also led to feelings of satisfaction with the negotiated deal and fairness with the negotiated process. Negotiators who accommodated ended up feeling most unsatisfied, and were left with the perception that the process to their negotiated agreements was unfair.



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Milgram, S (1963) Behavioral study in Obedience *Journal of Abnormal and Social Psychology* 67, 371-378 - Famous electrical shocks and adherence to authority experiment

Ong, BN & Hooper, H (2006) Comparing Clinical and Lay Accounts of the diagnosis and treatment of back pain *Sociology of Health and Illness* 28, 2, 203-222 –comparison between different professional approaches including exploration using narrative features. The belief systems of patients shape their presentation of self. In cases of back pain, it can be seen Patients use mainly a biomedical model, professionals a psychosocial model

O'Shea, P. G., & Bush, D. F (2002) Negotiation for starting salary: Antecedents and outcomes among recent college graduates. *Journal of Business and Psychology*, 16, 365–382.

Patsakham, K (2009) The Whole Story: Narrative as a Clinical Tool *North Carolina Medical Journal*, 70, 2, 147-149 –the patient's story informs the route of advance and often challenges our assumptions about the causes of suffering and the best ways to alleviate it

Regan R (1971) Effects of a favour and liking on compliance *Journal of Experimental Social Psychology* 7, 627-639 –small favour (gift of bottle of coke) is returned later with another favour perhaps more valuable

Russell, S., Daly, J., Hughes, E & Op't Hoog, C. (2003) Nurses and difficult patients: negotiating non-compliance *Journal of Advanced Nursing* 43(3), 281-287 –acknowledging the patient's self knowledge and comments on active listening

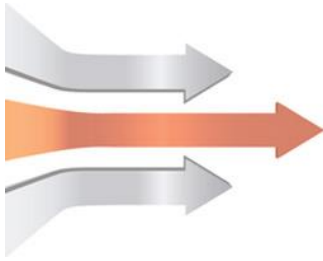
Scobbie, L, Dixon, D & Wyke, S (2011) Goal Setting and action planning in the rehabilitation setting: development of a theoretically informed practice framework *Clinical Rehabilitation*, 25, 468-482 – a framework of goal negotiation is submitted with positive outcomes in self-efficacy as the aim

Simpson, S & Sparks C (2011) Whose goal is it anyway? Parts 1,2 and 3 *Speech and Language Therapy in Practice* Spring 10-12, Summer 10-13 and Autumn 10-13 .- the goal negotiation process in comprehensively described steps- (client-centred, not speech therapist specific)

Singer, E, Van Hoewyk, J & Mayer M (2000) Experiments with incentives in telephone surveys *Public Opinion Quarterly* 64, 171-189 - \$5 gift markedly increased survey form return

Stone, MS, Bronkesh, SJ, Gerbarg ZB & Wood, SD (1998) Improving Patient Compliance *Strategic Medicine* Jan 15-23 – the voluntary act of adherence vs compliance

Strohmetz, DB, Rind, B, Fisher R, & Lynn, M (2002) Sweetening the Till- the use of candy to increase restaurant tipping *Journal of Applied Social Psychology*, 32, 300-309 -Mints served with the bill increased the tip



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Tajfel, H (1970) Experiments in Intergroup discrimination *Scientific American* 223, 96-102 –
estimation of the number of dots on a page and cooperation between people- people behaved more
collaboratively with those they were told estimated the number of dots on a page similarly to them

Tormala, ZL & Petty, RE (2007) Contextual contrast and perceived knowledge: Exploring the
implications for persuasion *Journal of Experimental Social Psychology*, 43, 17-29- **Contrast Principle**

Tversky, A, & Kahneman D, 1992. Advances in Prospect Theory: Cumulative Representation of
Uncertainty *Journal of Risk and Uncertainty*, 5(4), 297–323.

Tversky, A & Kahneman D (1981) The Framing of Decisions and the psychology of Choice *Science*
211, 453-458 –**potential loss outweighs gain in decision-making**