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## Negotiating the Business Environment: Theory and Practice for All Governance Styles

Jennifer Waterhouse, Robyn Keast and Kerry Brown

### Synopsis

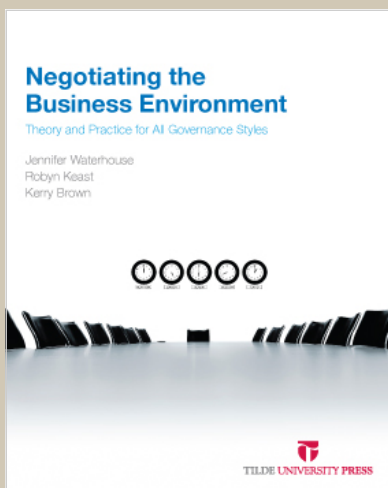
The business environment across the globe is today characterised by three primary governance arrangements - bureaucracies, markets and networks. For organisations operating within each of these business contexts the terms of engagement in regard to negotiation are different.

Rather than starting from a broad 'how to' approach or a specific cultural interface, *Negotiating the Business Environment* looks at governance arrangements *within* the business environment and at how such governance arrangements impact on how negotiation occurs.

This text provides an Australian—not an overseas—perspective on negotiations that will be a welcome change for Australian students. Uniquely, it takes into account the *context* in which negotiations take place.

*Negotiating the Business Environment* demonstrates how responding to business style in negotiations can effect successful outcomes.

It include strong pedagogy including: key terms, key points, further reading lists, case studies, and end of chapter questions.



**ISBN:** 978-0-7346-1087-4

**Price:** A\$69.95

NZ\$83.95

US\$59.95

**Pages:** 262 pp

**Pub Date:** Available, © 2011

**Imprint:** Tilde University Press

**Format:** Softcover

**Trim size:** 200mm x 250mm

**Binding:** Perfect

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Prahran VIC 3181

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### **About the Authors**

**Jennifer Waterhouse**, PhD (QUT), is Senior Lecturer in the School of Business at the University of Newcastle in Newcastle, Australia. Jennifer teaches in the area of employment relations, with a particular focus on diversity in the workplace and on negotiations. Her current research looks at collaborative arrangement in regional networks and clusters. This research has extended to broad areas of consideration, including the wine industry in the Hunter Valley as well as networks established to address homelessness in regional Queensland.

**Robyn Keast**, PhD (QUT), has until recently been Associate Professor and Senior Research Fellow in the School of Management at Queensland University of Technology, Australia, and has now taken up a position in the School of Tourism & Hospitality Management at Southern Cross University in Lismore, Australia.

Robyn has an extensive background as a practitioner, policy officer and manager within the Queensland Public Sector. This work experience has also extended to the non-government sector in Queensland, New Zealand and Canada. Her research interests include networked arrangements (structure, governance, operation, leadership and effectiveness), network analysis and innovation networks, business clusters and hybrid organisational arrangements, public sector reforms, government-community relations, and social policy and service delivery models.

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