

CHAPTER 16



Communication, decision making and negotiation

LEARNING OBJECTIVES

After studying the chapter content and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Role Play, you should be able to:

- Outline the concepts of communication, decision making and negotiation.
- Explain the major models of decision making processes.
- Assess the organizational significance of communication, decision making and negotiation.
- Discuss how principled negotiation is intended to achieve a satisfactory and consistent result for all parties.
- Understand the main influences on interpersonal communication.

