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C-C Communication and Negotiation
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What is the overall communication process?

It is the process of transferring meanings from sender to receiver.

- **Verbal Communication Styles:** *Context is the information that surrounds a communication and helps to convey the message.*
 - Indirect (in high-context societies) and Direct Styles (in low-context societies)
 - Elaborate (in high-context societies) to Succinct Styles (in low-context societies)
 - Contextual (in high-context societies) to Personal Styles (in low-context societies)
 - Affective (in high-context societies) to Instrumental Styles (in low-context societies)
- **Interpretation of Communication**

What are the communication flows?

1. **Downward Communication:** *The transmission of information from superior to subordinate.*
2. **Upward Communication:** *The transfer of meaning from subordinate to superior.*

What are the communication Barriers?

1. **Language Barriers;**
2. **Cultural Barriers;**
3. **Perceptual Barriers:** *Perception is a person's view of reality;*
4. **The Impact of Culture:** *Values and misinterpretation;*
5. **And none Verbal Communication:**
 - a. Haptics – communicating through the use of bodily contact;
 - b. Proxemics: The study of the way people use physical space to convey messages.
 - c. Intimate (confidential communication), personal, social and public distances;
 - d. Chronemics: The way in which time is used in a culture.

How to achieve effective communication?

1. **Improve feedback systems;**
2. **Provide language training;**
3. **Provide culture training;**
4. **And increase flexibility and cooperation;**



Define negotiation, its types, and process?

Negotiation is bargaining with one or more parties for the purpose of arriving at a solution acceptable to all.

1. **Distributive Negotiation:** *Bargaining that occurs when two parties with opposing goals compete over a set value.*
2. **Integrative Negotiation:** *Bargaining that involves cooperation between two groups to integrate interests, create value, and invest in the agreement.*

Negotiation Process:

1. **Planning;**
2. **Interpersonal Relationship Building;**
3. **Exchanging Task-Related Information;**
4. **Persuasion;**
5. **And Agreement.**

What are the negotiation tactics?

- **Location:** The place negotiation takes place.
- **Time Limits:** The time negotiation takes.
- **Buyer-Seller Relations:** The way both buyer and seller act.

How to negotiate for mutual benefit?

- By separating the people from the problem;
- Focusing on interests over positions;
- Generating options;
- Using objective criteria;
- And by standing ground.

Give some examples of bargaining behaviors.

- Use of extreme behaviors: such as extreme offers or requests once negotiation begins;
- Use of promises or threats;
- Use of nonverbal behaviors such as touching and conversational overlaps.