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Cet ouvrage apporte aux négociateurs des outils efficaces pour gérer la complexité sans la subir. Il fournit des techniques éprouvées pour préparer, conduire et clôturer efficacement les négociations difficiles et présente également les ressorts psychologiques essentiels à la résolution de conflit.

Le Manuel de négociation complexe est :

Un outil ultra performant pour faire face à toutes les situations de négociation ; le premier livre qui recense les facteurs de complexité et y apporte des réponses adaptées ; un ouvrage vivant égrainé de nombreux exemples issus de situations réelles.

"Le Manuel de négociation complexe est une mine d'informations, de références, de pratiques opérationnelles pour faire de chaque lecteur un praticien efficient des négociations de demain."

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