

## **Referências Bibliográficas**

- ADAIR, W.; BRETT, J.; LEMPEREUR, A.; OKUMURA, T.; SHIKHIREV, P.; TINSLEY, C.; LYITLE, A. Culture and Negotiation Strategy. **Negotiation Journal**, v. 20, n. 1, January 2004.
- BARRET, F.J. Critical Moments as “Change” in Negotiation. **Negotiation Journal**, v. 20, n. 2, April 2004.
- BAZERMAN, M.H. Do You Know When to Walk Away? **Negotiation**, February 2004.
- BORDONE, R.C.; MOFFITT, M.L. Create Value out of Conflict. **Negotiation**, June 2006.
- BOVEN, L.V.; THOMPSON, L. A Look into the Mind of the Negotiator: Mental Models in Negotiation. **Group Processes & Intergroup Relations**, v. 6, n. 4, 2003.
- CARVALHO, O. **Como Vencer um Debate sem Precisar Ter Razão: Em 38 Estratagemas (Dialética Erística)**. Rio de Janeiro: Topbooks, 2003.
- COHEN, H. **Você Pode Negociar Tudo!** São Paulo: HSMMManagement, 2005.
- CRESWELL, J.W. **Qualitative Inquiry and Research Design: Choosing Among Five Traditions**. Thousand Oaks, California: Sage Publications, 1998.
- DONOHUE, W.A. Critical Moments as “Flow” in Negotiation. **Negotiation Journal**, v. 20, n. 2, April 2004.
- DOURADO, M.A.; MEDINA, F.J.; MUNDUATE, L.; CISNEROS, I.F.J.; EUWEMA, M. Computer-Mediated Negotiation of na Escalated Conflict. **Small Group Research**, v. 33, n. 5, pp 509-524, October 2002.
- FISHER, R.; URY, W.; PATTON, B. **Getting to yes: negotiating agreement without giving in**. Middlesex: Penguin Books, 1983.
- FORESTER, J. Responding to Critical Moments with Humor, Recognition, and Hope. **Negotiation Journal**, v. 20, n. 2, April 2004.
- GALINSKY, A.D.; LILJENQUIST, K.A. Putting On The Pressure: How To Make Threats in Negotiations. **Negotiation**, December 2004.
- HACKLEY, S. When Life Gives You Lemons: How to Deal with Difficult People. **Negotiation**, November 2004.
- LEARY, K. Critical Moments in Negotiation. **Negotiation Journal**, v. 20, n. 2, April 2004.

MARQUES, A.; DRAPER, D.; STEINBERG, M. **Dicionário Inglês-Português e Português-Inglês**. São Paulo: Ática, 1990.

MOORE, D.A. Deadline Pressure: Use It to Your Advantage. **Negotiation**, August 2004.

NELSON, D.; WHEELER, M. Rocks and Hard Places: Managing Two Tensions in Negotiation. **Negotiation Journal**, v. 20, n. 1, January 2004.

RUAS, R. Gestão por Competências: uma contribuição à estratégia das organizações. In: RUAS, R. *et al.* **Aprendizagem Organizacional e Competências**. Porto Alegre: Bookman, 2005, p. 34-55.

SCHOEMAKER, P.; RUSSO, E. Managing Frames to Make Better Decisions. In: HOCH, S.; KUNREUTHER, H. **Wharton on making decisions**. NY: John Wiley & Sons, 2001, p. 131-155.

SHIN, Y. Conflict Resolution in Virtual Teams. **Organizational Dynamics**, v. 34, n. 4, p. 331-345, 2005.

THOMPSON, L.; NADLER, J. Negotiating via Information Technology: Theory and Application. **Journal of Social Issues**, v. 58, n. 1, p. 109-124, 2002.

URY, W. **Getting past no: negotiating your way from confrontation to cooperation**. New York: Bantam Books, 1993.

VERGARA, S.C. **Projetos e Relatórios de Pesquisa em Administração**. São Paulo: Atlas, 2004.

WEBER, T. Gandhian Philosophy, Conflict Resolution Theory and Practical Approaches to Negotiation. **Journal of Peace Research**, v. 38, n. 4, p. 493-513, 2001.

WHEELER, M. Anxious Moments: Openings in Negotiation. **Negotiation Journal**, v. 20, n. 2, April 2004.

Sites:

<http://houaiss.uol.com.br/busca.jhtm>

<http://www2.uol.com.br/michaelis/>

[http://cf.uol.com.br/michaelis/dicionar.cfm?dicion\\_id=5](http://cf.uol.com.br/michaelis/dicionar.cfm?dicion_id=5)

[http://cf.uol.com.br/michaelis/dicionar.cfm?dicion\\_id=16](http://cf.uol.com.br/michaelis/dicionar.cfm?dicion_id=16)