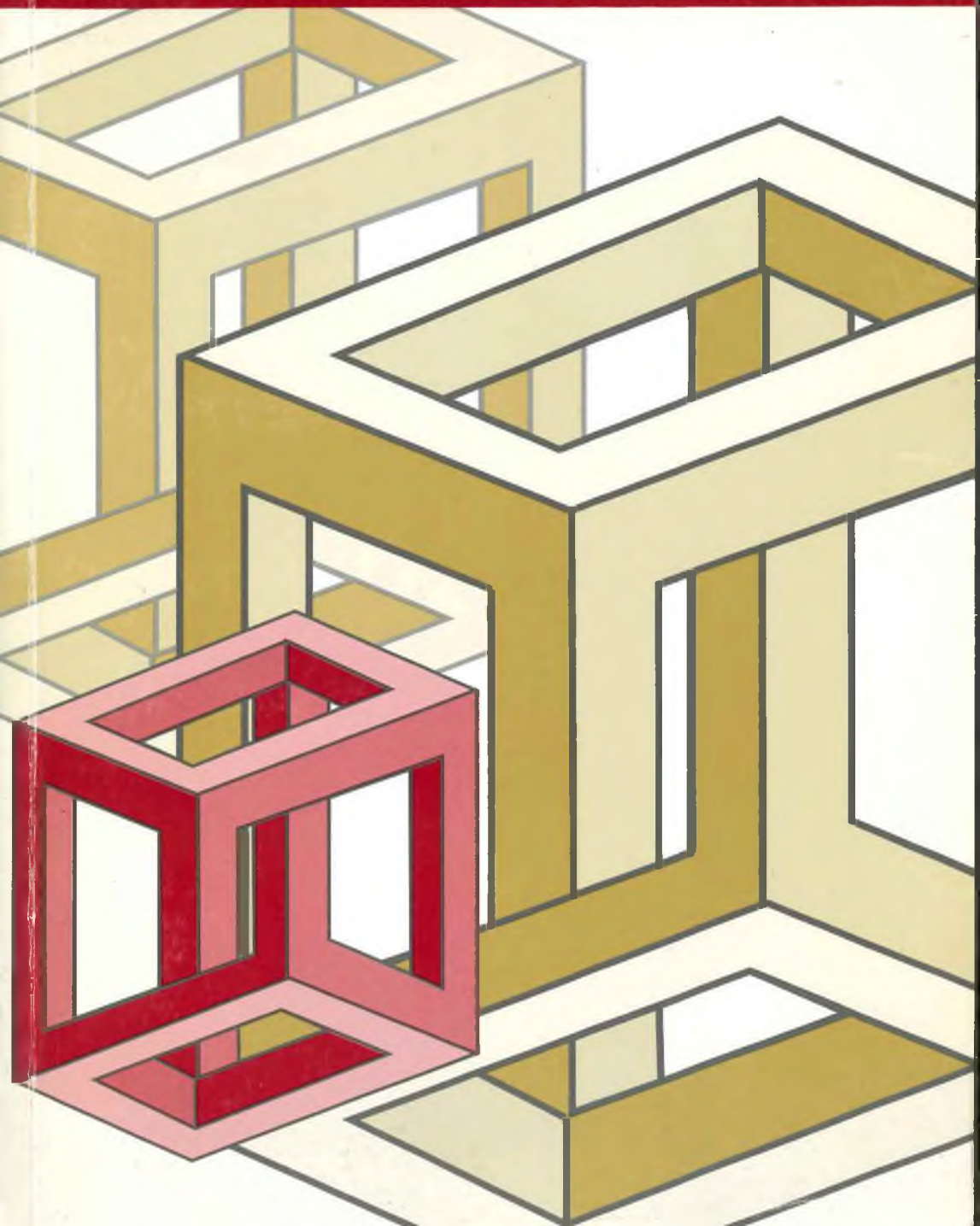


Negotiation Journal

VOLUME 20 • NUMBER 1 • JANUARY 2004



Negotiation Journal

Volume 20, Number 1, January 2004

- 3 **Editor's Note**
Michael Wheeler

Case Analysis

Kaiser Permanente: A Massive, Complex Experiment in Interest-Based Negotiation

- 5 Interest-Based Negotiations in a Transformed Labor-Management Setting
Nils O. Fonstad, Robert B. McKersie, and Susan C. Eaton
- 13 Kaiser Permanente: Using Interest-Based Negotiations to Craft a New Collective Bargaining Agreement
Robert B. McKersie, Susan C. Eaton, and Thomas A. Kochan
- 37 The Shadow Negotiation and the Interest-Based Approach at Kaiser Permanente
Deborah M. Kolb
- 47 Taking Stock of the Kaiser Permanente Partnership Story
Susan C. Eaton, Robert B. McKersie, and Nils O. Fonstad
- 65 Using a Negotiations Lens to Examine the American Catholic Church's Response to the Clergy Sex-Abuse Scandal
Michael J. Cedrone

In Practice

- 79 Cross-Cultural Issues in a Life Sciences Company
Judith Chaisiri and Jodi Flax

Research Report

- 87 Culture and Negotiation Strategy
Wendi Adair, Jeanne Brett, Alain Lempereur, Tetsushi Okumura, Peter Shikhirev, Catherine Tinsley, and Anne Lytle
- 113 Rocks and Hard Places: Managing Two Tensions in Negotiation
Dana Nelson and Michael Wheeler

Review Essay

- 129 Online Dispute Resolution: Technology Takes a Place at the Table
David A. Larson