neglect its nuances and miss its generic value in analysing negotiations and other human activity as people try to impose manageable order on chaotic information. We are all tension managers, whether or not we are aware of it. Tension managers and therefore have high 'contextual intelligence', a variation on Robert Sternberg's concept of intelligence. Tony links contextual intelligence with seven traits identified in his veterans. Some writers refer to the tension but complementary phenomena, both physical and abstract, that compete for influence over our behaviour. Profuse forces that heighten or relax each other are the ingredient of tension. The book focuses on international negotiation but is relevant to negotiation in general. This book provides a practical guide that will equip students with the knowledge and skills needed for effective participation in international negotiations.

The Global Negotiator is an accessible examination of negotiation and diplomacy on an international scale and is the first publication to analyze this fundamental concept in a single volume. It is of interest to international business negotiators in diplomacy, hostage release and business. It weaves the rich character, skills and experience of individual negotiators in diplomacy, hostage release and business. The book describes how international negotiations can be conducted in a structured, professional and effective manner.