

### **UNDERSTANDING CROSS-CULTURAL NEGOTIATION: A MODEL INTEGRATING AFFECTIVE EVENTS THEORY AND COMMUNICATION ACCOMMODATION THEORY**

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#### **Abstract**

Business interactions are increasingly crossing boundaries. Boundary crossing is a process of joining or parting people. Negotiation is the media of this process. This paper is an attempt to bridge the boundaries of strategic business negotiation, communication and emotion in a cross-cultural context. In particular, we argue that miscommunications are 'boundary crossing mishaps'. Such mishaps are affected by negotiators' understanding of the respective cultures of the parties, negotiation skill, affective cultural background of the parties, cultural differences, emotional awareness and regulation, negative affect and discrepancy in convergence-divergence between the interactants. When too many of these hassles or mishaps occur, negotiation breaks down. In this way, it is the accumulation of many little things, many little misunderstandings, that break negotiation.

**PLEASE REFER ANY ENQUIRIES ABOUT THIS WORKING PAPER TO THE AUTHOR**

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