

Publications

Books/Articles/Presentations

Negotiation/Mediation/Conflict Management

Books

Volkema, R.J. Leverage: How to Get It and How to Keep It in Any Negotiation, New York: American Management Association (AMACOM), 2006.

Volkema, R.J. The Negotiation Toolkit: How to Get Exactly What You Want in Any Business or Personal Situation, New York: American Management Association (AMACOM), 1999.

Journal Publications

Volkema, R.J., Fleck, D., & Hofmeister-Toth, A. "Ethicality in Negotiation: An Analysis of Attitudes, Intentions, and Outcomes," International Negotiation, 2004, 9, 315-339.

Volkema, R.J. "Demographic, Cultural, and Economic Predictors of Perceived Ethicality of Negotiation Behavior: A Nine-Country Analysis," Journal of Business Research, 2004, 57 (1), 69-78.

Volkema, R.J. and Fleury, M.T. "Alternative Negotiating Conditions and the Choice of Negotiation Tactics: A Cross-Cultural Comparison," Journal of Business Ethics, 2002, 36, 381-398.

Volkema, R.J. "Ethicality in Negotiations: An Analysis of Perceptual Similarities and Differences Between Brazil and the United States," Journal of Business Research, 1999, 45, 59-67.

Volkema, R.J. and Chang, S. "Negotiating in Latin America: What We Know (or Think We Know) and What We Would Like to Know," Latin American Business Review, 1998, 1 (2), 3-25.

Volkema, R.J. "A Comparison of Perceptions of Ethical Negotiation Behavior in Mexico and the United States," The International Journal of Conflict Management, 1998, 9 (3), 218-233.

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Volkema, R.J. and Bergmann, T.J. "Conflict Styles as Indicators of Behavioral Patterns in Interpersonal Conflicts," Journal of Social Psychology, 1995, 135 (1), 5-15.

Bergmann, T.J. and Volkema, R.J. "Issues, Behavioral Responses and Consequences in Interpersonal Conflicts," Journal of Organizational Behavior, 1994, 15, 467-471.

Volkema, R.J. "Negotiating for Grades: Theory into Reality in the Classroom," Journal of Management Education, 1991, 15 (1), 46-57.

Volkema, R.J. "Alternative Dispute Resolution in Brazil," Mediation Quarterly, 1989, 7 (1), 51-58.

Volkema, R.J. and Bergmann, T.J. "Interpersonal Conflict at Work: An Analysis of Behavioral Responses," Human Relations, 1989, 42 (9), 757-770.

Volkema, R.J. "The Mediator as Face Manager," Mediation Quarterly, 1988, 22, 5-14.

Volkema, R.J. "Establishing an Alternative Dispute Resolution Program: Assessing the Challenge," Conciliation Courts Review, 1987, 25 (2), 33-38.

Volkema, R.J. "Training Disputants: Theory and Practice," Mediation Quarterly, 1986, 13, 43-52.

Book Chapters

Bergmann, T.J. and Volkema, R.J. "Understanding and Managing Interpersonal Conflict at Work: Its Issues, Interactive Processes, and Consequences," in Managing Conflict: An Interdisciplinary Approach, M. Afzalur Rahim (Ed.), New York: Praeger, 1989, 7-19.

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Proceedings-Conferences

Volkema, R.J., Fleck, D., & Hofmeister-Toth, A. "Email-based Negotiations: An Analysis of the Effects of Early-stage Behavior on Process and Outcome," International Association of Conflict Management, Montreal, Canada, June 2006.

Volkema, R.J. "Understanding Leverage in International Business Negotiations," MBAA International, Chicago, March 2006.

Volkema, R.J. & Rivers, C. "Negotiating Over the Internet: A Cross-cultural Experience," Meeting of the Eastern Academy of Management, Cape Town, South Africa, June 2005.

Volkema, R.J., Fleck, D., & Hofmeister-Toth, A. "Ethicality in Negotiation: An Analysis of Attitudes, Intentions, and Outcomes," Iberoamerican Academy of Management, Sao Paulo, Brazil, December 2003.

Volkema, R.J. & Wetzel, U. "Entrepreneurial Motivation Among Brazilian Small Business Owners," Business Association for Latin American Studies (BALAS), Sao Paulo, Brazil, April 2003.

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Volkema, R.J. "Predicting Unethical Negotiating Behavior: An Empirical Examination of the Lewicki-Robinson Questionnaire," Annual Meeting of the Academy of Management, Washington, D.C., August 2001.

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Volkema, R.J. "Problem Complexity and the Problem Formulation Process," Conference on Theory and Practice in Organizational Conflict, Minneapolis, Minnesota, October 1987.

Bergmann, T.J. and Volkema, R.J. "Understanding and Managing Conflict at Work," First International Conference of the Conflict Management Group, Fairfax, Virginia, June 1987.

Volkema, R.J. "Problem (Issue) Formulation and Negotiation," Temple University's Eighth Annual Conference on Discourse Analysis, Philadelphia, March 1987.

Volkema, R.J. "Establishing an Alternative Dispute Resolution Program: Assessing the Challenge," International Conference of the Society of Professionals in Dispute Resolution, Boston, October 1985.

Volkema, R.J. "Training for Disputants: A New Challenge for Dispute Settlement Centers," National Conference on Peacemaking and Conflict Resolution, St. Louis, September 1984.

Volkema, R.J. "The Role of Problem Formulation in Conflict Resolution," Second Organization Development Congress on "Conflict Resolution Technology," Nashua, New Hampshire, October 1981.

Strategic Planning/Problem Formulation

Journal Publications

Volkema, R.J. "Managing the Problem Formulation Process: Guidelines for Team Leaders and Facilitators," Human Systems Management, 1997, 16 (1), 27-34.

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(Reprinted in De Qualitate - Italian Journal of Quality, April 1998, 34-40.)

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Volkema, R.J., Manzano, J.L., and Gaglione, J. "Developing a Cost-Benefit Analysis Process for Small-to-Moderate Expenditure Decisions," Technological Forecasting and Social Change, 1991, 40, 53-71.

(Reprinted in Business Research Realities: Selected Readings, D.A. Erikson, S.H. Shaha, and C.D. Swenson (Eds.), Needham Heights, MA: Simon and Schuster, 1996, 151-170.)

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Volkema, R.J. "Problem Complexity and the Formulation Process in Planning and Design," Behavioral Science, 1988, 33 (4), 292-300.

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Volkema, R.J. "Problem Formulation in Transportation Planning: A Case Analysis," INFORMS Joint International Meeting, Barcelona, Spain, July 1997.

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Volkema, R.J. and Leal, R. "Type III Errors in Environmental Perception," XVIII ANPAD (Association of Post-Graduate Programs in Administration), Curitiba, Brazil, September 1994.

Volkema, R.J. and Leal, R. "Environment, Perception, and Strategy," Proceedings of the Annual Meeting of the Decision Sciences Institute (pp. 470-472), San Francisco, November 1992.

Volkema, R.J. "Characteristics of a Type III Environment," TIMS XXX and SOBRAPO XXIII Joint International Meeting, Rio de Janeiro, Brazil, July 1991.

Volkema, R.J. "Growth and Transformation in Organizations: A Systems Framework for Analysis and Development," XIV Congress on Systems Engineering (presentation), Santiago, Chile, July 1991.

Volkema, R.J. "Understanding and Managing the Problem Formulation Process," XIV Congress on Systems Engineering (presentation), Santiago, Chile, July 1991.

Volkema, R.J. "An Empirical Investigation of Problem Reformulation and Solution Generation," Proceedings of the Annual Meeting of the Decision Sciences Institute, San Diego, November 1990.

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Volkema, R.J. "Problem Formulation in Managerial Problem Solving," TIMS/ORSA National Conference, Washington, D.C., April 1988.

Volkema, R.J. "Problem Formulation in Planning and Design: What We Know and What We'd Like to Know," 1987 International Congress on Planning and Design Theory, Boston, August 1987.

Volkema, R.J. "Problem Formulation: What Are We Teaching Business Students?" Annual Meeting of the American Institute for Decision Sciences, Las Vegas, November 1985.

Volkema, R.J. "Problem Formulation in Planning and Design: Selection of Problem Statements in Forced-Choice Situations," Proceedings of the Annual Meeting of the American Institute for Decision Sciences, Toronto, November 1984.

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Organizational Teams/Groups/Meetings

Books/Software

Volkema, R.J. QUORUM: Software for Managing Teams, Groups, and Meetings, La Jolla, CA: Pfeiffer and Associates, 1991.

Journal Publications

Niederman, F. and Volkema, R.J. "The Relation of Agenda Creation and Use to Group Support System Experience," Database, 1999, 30 (3-4), 51-71.

Niederman, F. and Volkema, R.J. "Effects of Facilitator Characteristics on Meeting Preparation, Set-up, and Implementation," Small Group Research, 1999, 30 (3), 330-360.

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Volkema, R.J. "Computer-Assisted Meeting Management and Record Keeping," Records Management Quarterly, 1988, 22 (4), 8-11.

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Volkema, R.J. "Student Work-Teams: A Computer-Based Self Analysis," Journal of Education for Business, 1987, 62 (5), 210-214.

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Volkema, R.J. "A Comparative Study of Expert System Use By Individuals, Nominal Groups and Interacting Groups," Annual Meeting of the Academy of Management, New Orleans, August 1987.

Related Disciplines

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Volkema, R.J. and Wetzel, U. "Entrepreneurial Motivation Among Brazilian Small Business Owners," Business Journal for Entrepreneurs, 2003 (4), 175-213.

Getz, K.A. and Volkema, R.J. "Culture, Perceived Corruption, and Economics: A Model of Predictors and Outcomes," Business & Society, 2001, 40 (1), 7-30.

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Getz, K.A. and Volkema, R.J. "Corruption in International Business: Model Development and Testing," Meeting of the International Association for Business and Society, Paris, France, 1999.

Getz, K.A. and Volkema, R.J. "Corruption and Economics: A Model of Predictors and Outcomes," Annual Meeting of the Academy of Management, Chicago, 1999.

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Byers, M.L., Kolstad, D.C., Volkema, R.J., Karmel, B. "An Empirical Evaluation of Satisfaction with Volunteer Work in a Community Health Center," Proceedings of the Academy of Management, 36th Annual Meeting, Kansas City, August 1976.