



The Colorado Health Foundation™

# Long-term Services and Supports – Colorado Linkage Lab Program September 2016 Pre-work Readings

## **From Kumar Rajaram:**

Business Operations: Fundamentals of Operations Management for Organizations

Putting the Service-Profit Chain to Work

Shouldice Hospital Limited

## **From Miguel Unzueta:**

Negotiation Case: The Mythical Fixed Pie

Negotiation Case: When does Gender Matter in Negotiation?

Bargaining Styles Assessment Tool

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For more information contact [Erica Snow](#), (303.953.3656)

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