

KENT STATE

Dirty Tricks in Negotiation


CACM 11001

Bleak

A variety of dirty tricks

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- Can keep the opponent unbalanced
- Helps to take advantage of less educated and/or prepared person.
- Can be illegal, unethical, etc.
 - Lies, psychological abuse, pressure tactics.
- Humans often put up with dirty tricks, or respond in kind.
 - Two can play at this game!




Negotiate the game you play

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- When you notice someone using a dirty trick, bring attention to it:
 - Separate the person from the problem: don't accuse them.
 - Focus on interests: deflect and focus the conversation accordingly.
 - Inventing options: focus on the process.
 - Use objective criteria: simplifies everything, including irrational feelings.


You sit on a throne of lies KENT STATE

- **Verify the facts**
 - Use independent sources.
 - Fall back on your objective criteria.
- **Check ambiguous authority**
- **Trust but verify dubious intentions**
 - May want to incorporate compliance into agreement.
 - Set a time to check in and review.



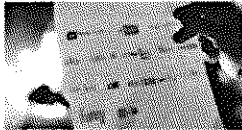
Psychological warfare KENT STATE

- **Stressful situations:**
 - Physical discomfort, noise, temperature, power, authority.
 - Bring attention, ask for a break, etc.
- **Personal Attacks:**
 - Interruptions, refusals, micro-aggressions, etc.
 - Recognition weakens the attack, often notification brings to a close.
- **Good cop/ bad cop**




Threats KENT STATE

- Threats are pressure, and good negotiators rarely have to resort to them.
- You can ignore the threat, or view them as spoken in haste.
- Take advantage of threats.
- Focus back on using principled negotiation.




When they still won't play KENT STATE

- Refusal:
 - Recognize the tactic
 - Communicate about it directly or through third parties. What makes them not wanna play?
- Extreme Demands:
 - Attempts to get you to lower expectations.
 - Bring up and ask their justifications.
- Escalating Demands
 - Take a break.




More pressure KENT STATE

- Playing a game of chicken
 - Ignore or interpret to weaken
 - Fall back on principled negotiation.
- Using a hard partner
 - Remember the principle!
 - Talk to the partner.
- Setting a calculated delay:
 - Set objective date
- Telling you, "take it or leave it."
 - What are the consequences? Discuss them.



The real lessons KENT STATE

- Forget victim mode. What are you learning?
- Use common sense:
 - Use to learn.
 - Takes lifelong practice.
- Improve the end results.
 - Get your needs met.
 - Keep relationships in tact.
 - Reduce stress and anxiety.



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- Questions/
Comments/
Concerns:
