

Manipulative Tactics

Examples

- * Extreme claims followed by small, slow concessions
- * Anchoring; committing to a course of action that ties one's hands
- * "Take it or leave it"
- * Personal insults; faked emotional outbursts
- * Bluffing und lying
- * Threats
- * Good cop, bad cop
- * Flattery
- * Saying nothing and letting the other side talk
- * "Oh, poor me": leading the other party to make concessions out of sympathy
- * Last minute demands
- * Psychological ploys (uncomfortable setting and seating arrangement, unfavourable timing, etc.)
- * etc.

Defining characteristic

Concealed attempt intended to let the people on the other side accept a solution that is actually against their own interests.

Prevention and defence

* Tactical level:

- Gather as many information as possible prior to the negotiation (facts and figures, case history, decision criteria, etc.)
- "Go to the balcony" and observe

* Strategic level:

- Never lose sight of your own fundamental interests and ask the question "What makes this fair?" over and over again
- Do something to influence the way the other party assesses the cost-benefit ratio of using manipulative tactics