

The Behavior of Successful Negotiators

Behavior avoided

- Using words and phrases which irritate (e.g. describing one's own proposal as a "generous offer", self-praise, etc.)
- Making immediate counter-proposals
- Fueling defense/attack spirals
- Diluting the strength of arguments by advancing a lot of reasons to back them up

Behavior used

- Behavior labeling: giving an advanced indication of the class of behavior one is about to use (e.g.: "Can I ask you a question?" or "I would like to make a suggestion")
- Verifying whether one's own statements have been understood + summarizing
- Seeking information
- Explaining what is going on in one's own mind and expressing one's own feelings

Source: N. Rackkham, J. Carlisle, *The Effective Negotiator (Part 1) – The Behaviour of Effective Negotiators*, Journal of European Industrial Training (JEIT), 2, 6, 1978, pp. 6 - 11