

Negotiation Strategies

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**Topic: Dealing with others who
have more power than you.**

**“Dancing with an
elephant.”**

“Dancing with an elephant.”

- **What does it mean?**

Dancing with an elephant.

- Meaning...
- It is an African proverb means that it is the weak that often get hurt in **conflicts** between the powerful.

How do you dance with an elephant without getting hurt?

- How to negotiate with someone more powerful than you are.

Certainly, it is a daunting task to negotiate with someone who hold more power than you.

In other words, how do you deal with the big and powerful player effectively?

How to deal with a big player?

- 1. Make yourself bigger.
- How?
- To build a coalition, team, collective of a group who share the same background, same problem, and same issue.

How to deal with a big player?

- 2. Make the other party smaller.
- How?
- To divide the topics of conflict into different subtopics and engage in many small conflicts rather than one big conflict.

How to deal with a big player?

- 3. Focus on win-win situation rather than one side win.
- Why?
- The big player has a tendency to win all. Therefore, the small player must focus on the strategy that both sides win.

How to deal with a big player?

- 4. Do not let the big player control all the process of negotiation (time, location, and conditions).
- Why?
- If the big player controls the process of negotiation, it will control the direction of negotiation.

How to deal with a big player?

- 5. Find the weakness of a big player.
- Why?
- Each and every player have a weakness or a weak spot. Find it in advance and use it as a point of attack or to your advantage.

How to deal with a big player?

- 6. Find an updated information and timely information.
- Why?
- Information is power and allow us to make correct decision. Therefore, seek out information that strengthens our position.

How to deal with a big player?

- What are your suggestions?

**Next topic:
How to evaluate your strategies of
dealing with people**

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Two standards for evaluating strategies

- 1. choose a strategy that provide the highest return of investment.
- - the highest profit
- - the lowest cost
- - the least damage
- - the most time-saving,
- - the shortest of a process of negotiation.

Two standards for evaluating strategies

- 2. Choose a strategy that upholds the law and regulations.
- The good strategy should not....
 - - not violate the local law
 - - not violate the religious and tradition norm
 - - not violate the basic corporate ethics.

Next topic: Emotions

Understanding emotions will help us deal with people in the organization better.

Why?

This is because emotions often affect the decision making. In other words, every decision we make, it is often affected by our moods.

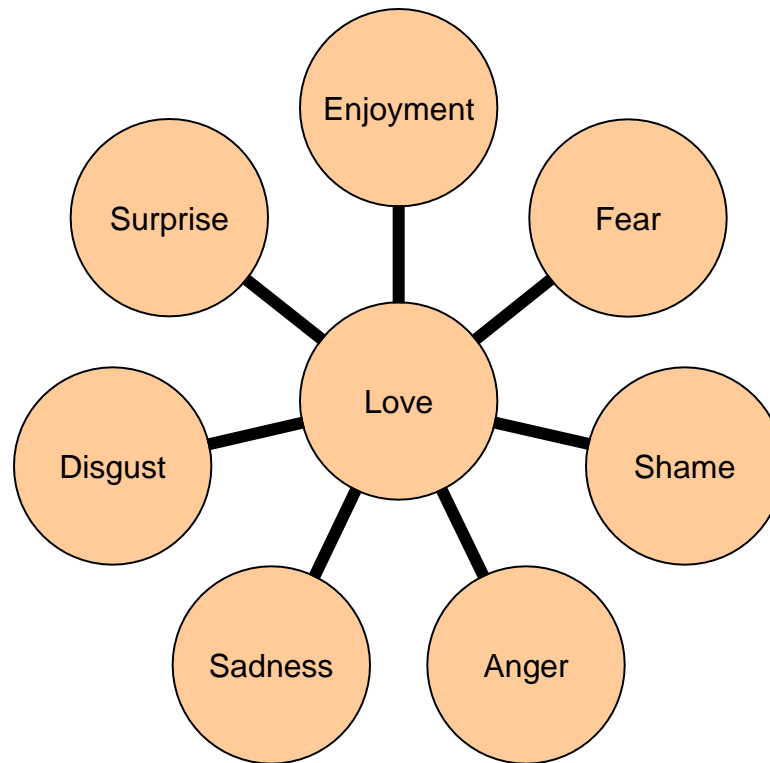
Emotion and decision making

- 80 percent of the times, human beings make a decision by using mainly an emotion at the particular moment rather than reasoning and logic process.

Emotion and Decision Making

- In other words, emotion plays a crucial role in guiding decision.
- For example, anger can lead to impatience (speed of decision making) and rash decision making (without careful consideration or not afraid anymore) which leads to poor outcomes.

Eight Families of Emotion



1. Love

- Acceptance, respect, friendliness, trust, kindness, devotion, adoration, and infatuation.
- How does love affect decision making?
- Love often leads to a decision making that is over-optimism.

2. Enjoyment

- Happy, joy, relief, contentment, delight, amusement, pleasure, thrill, rapture, gratification, satisfaction, and euphoria.
- How does enjoyment affect decision making?
- Enjoyment often leads to a decision making that maximizes happiness.

3. Fear

- Anxiety, apprehension (anxiety about future), nervousness, concern, consternation (shock and worry), wariness, edginess, dread, fright, terror, and panic.
- How does fear affect decision making?
- Fear often leads to a pessimism and unpredictable decision making.

4. Shame

- Guilt, embarrassment, chagrin (disappointment), remorse, humiliation, regret, mortification (extremely ashamed), and contrition (feeling very guilty and sorry).
- How does shame affect decision making?
- Shame often leads to withdraw decision making

5. Anger

- Fury, outrage, resentment, exasperation (continuing annoys), indignation (feeling of insulted and unfairly treated), annoyance, irritability, hostility, and violence.
- How does anger affect decision making?
- Anger often leads to a hasty decision making.

6. Sadness

- Grief, sorrow, gloom, melancholy (something such as poem, secret, causes you to feel sad), self-pity, loneliness, dejection, despair, and depression.
- How does sadness affect decision making?
- Sadness often leads to a negative thought and biased decision making.

7. Disgust

- Contempt (feeling that someone or something is not important or disrespect), disdain (lack of respect), scorn, abhorrence, aversion (a strong dislike), distaste, and revulsion (very strong dislike).
- How does disgust affect decision making?
- Disgust often leads to a risky decision making.

8. Surprise

- Shock, astonishment, amazement, and wonder.
- How does surprise affect decision making?
- Disgust often leads to an uncertainty or unsure decision making.

Emotion management

- 1. Being aware of what you are feeling.
- 2. Being aware of what others are feeling.
- 3. Try to balance your emotions such as don't get too angry, or get too sad.
- 4. Be able to suppress your emotions when it is an appropriate time such as not angry in the meeting.

Emotion Management

- 5. Use emotions when appropriate such as use positive of love and enjoyment when faces with obstacle, setback, and crisis.
- 6. Be able to put yourself in someone's else shoes to understand their feeling.
- 7. Respond to emotion of others in positive and understanding ways.

Assignment # 3 (10 Points)

- 1. List and explain the relationship of eight emotions and decision making.
- 2. List and explain six techniques of how to deal with big player. Suggest at least two of your own techniques to deal with big player.
- 3. What are 7 steps of emotion management? Explain.