

NEGOTIATION PLOYS

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A guide to the tactics and ploys that may be encountered when negotiating. Find out what they are and how to react- or how to use them yourself!

What it is

The other party reacts strongly with verbal or non-verbal signals to your proposal



How to spot it

Like an actor 'overacting', you are left in no doubt by raised eyebrows, open mouths or head shaking that what has just been said is unacceptable. This may be reinforced by verbal cues such as "are you serious?"

This may also be observed as 'sticker shock' when one party places a marker.



Why is it used?

The purpose of this tactic is to signal to the opposite party that what they have said is unreasonable, unacceptable, or both.

It is designed to unsettle the other party and make them question their position and / or behaviour



How to respond

In negotiation planning 'pressure test' your approach and any positions that you choose to adopt. This will help you rationalise their legitimacy

Propose negotiation protocols at the start of a negotiation, including the importance of negotiating in 'good faith' without the use of game playing



Tip

Consider a time out if you feel uncomfortable
Avoid allowing the other party making you feel unreasonable.
Their reaction is a matter for them.

Should you use it?



If you are interested in getting better outcomes from your negotiations, why not visit <https://procurementandsupply.com/2022-pasa-premium-training-programme/> and book a place on one of our practical and interactive courses.