**Assignment 2: The psychology of negotiating (P/F)**

**Your name:**

**Please listen to the lecture and answer the following questions.**

1. According to Neil Rackham a negotiation is an event where **3** things are happening. State briefly what these are.
2. According to Neil Rackham's research, skilled negotiators are less aggressive than less-skilled negotiators. What do we learn about the way expert negotiators mount attacks?
3. What is an 'irritater'?
4. A skilled negotiator tends not to respond to a proposal by immediately putting forward a counter-proposal.
5. What basic theory of psychology have they understood?
6. How do skilled negotiators react to proposals?
7. He warns against ‘diluting your argument’. What does this mean?
8. What ‘dirty trick’ does he suggest to counter an argument?

***So far he has dealt with the points that we should avoid, the ‘don'ts’. He now turns to the***

***techniques that skilled negotiators use.***

1. Skilled negotiators are very clear. Why? What do they do?
2. How does the skilled negotiator present disagreements?
3. What do skilled negotiators use questions for? (Give at least 3 reasons)