Trips and Tips for Negotiation Self-Defense: Forewarned is Forearmed

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The Scene – Background

- Wedding day
- many people come to ask for a favour (tradition)
- Bonasera => part of the family
- avoided contact until then
- Now: has a reason to come
- "justice"

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source: IMDb 2013

Preparation

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- know about the specialty of the day
- know Bonasera is dependent on Don Corleone
- tradeable Don Corleone: admitting to help
- tradeable Bonasera: "I'll give you anything you ask"

Don Corleone
Aims & Motives

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- **key objective:** Bonasera has to feel guilty & indebted (service)
- **hidden agenda:** only plays hard & uncooperative
- **best outcome:** Bonasera agrees and takes a subordinate role
- **lowest acceptable:** no other
- **BATNA:** can easily say NO

Don Corleone

Other party analysis

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- knows everything about Bonasera
- clear power situation
- emotional relationship: distanced though part of the family => argument against Bonasera
- possible options: none
- excpected negoitiation style: win-win

Don Corleone Strategy & Tactics

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- **negotiation style:** positional bargaining (competitive)
- **opening:** "that I cannot do" => alludes to the lack of personal relation between each other
  - good => Bonasera way weaker (pressure)
- 1st: distanced **attitude**, then becomes more friendly
- **place of negotiation:** house of Don Corleone
- **small timeframe;** not set

Don Corleone Communication

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Rhetorical skills:

- non-verbal: sits in the chair, petting his cat, gets up when it gets serious, lets Bonasera kiss his hand
- no questions 1st, just accusations (testing & weaken)
- no argumentation about pros & cons => "you don't want friendship", "you don't ask with respect"

Don Corleone Communication

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- pauses: initimidate
- shows understanding
- direct: "you come to ask for murder for money"
- finally: agrees BUT follows up with an additional condition
  - dirty trick (Lentz & Liesabeths Teachback)
- never reveals his real position!