

# 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*

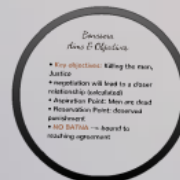
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- know about the specialty of the day
- know Bonasera is dependent on Don Corleone
- **tradeable Don Corleone:** admitting to help
- **tradeable Bonasera:** "I'll give you anything you ask"

# *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**
- expected negotiation style:  
**win-win**





# *Don Corleone* *Strategy & Tactics* **TheCaseSolutions.com**

- **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 Carleone Communication*

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- **pauses:** intimidate
- 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!