

My convincing and negotiating strategies

[Quinten De Meyer]

1. Convincing others

Reflect on the class on 'convincing others' from **week 21** and discuss what you learned from it. Here are a few prompts that can help you out:

- What was the most surprising or eye-opening concept you learned about persuasion during this class? Why did it stand out to you?
- Which convincing tactic do you think would be the hardest for you to use in real life? Why might you struggle with it?
- Reflecting on your own communication style, what aspect of persuasion do you feel most confident about? Which aspect do you think needs the most improvement, and how can you work on that?

I learned that relationship had a lot to do with how future negotiations would play out. Aspects like trust, mutual understanding. Persuasion and negotiation is not just the arguments itself, but also the person you interact with.

The tactic I would find hardest to use is emotional appeal. This is because I'll have to make something up and I don't think they would believe my act at all. I'd rather lie about the product or thing we are negotiating about, like the rarity or final chance to come to an agreement. Building pressure on the other person with these tactics is more my style than to play on emotions.

How do you balance emotional appeals with logical reasoning when trying to persuade someone? Can you think of a time when you successfully (or unsuccessfully) used one or the other?

I like to use logical reasoning more, it's less of a weaponisation because you're using facts instead of gathering opinions. For emotional appeal it's harder to make something up and act to try and dishonestly play on their emotions I just don't like that.

Persuasion can be powerful. How do you think ethical boundaries should be maintained when using convincing tactics? Can you recall a situation where persuasion was used unethically?

Yes, should have ethical boundaries especially with high stakes. You should not be fully misleading or withhold information that might be disastrous in the future. On time there was a parking lot that said only €3 for 30 minutes but in small text almost impossible to read it stated if parked longer than 2 hours = price €45.

2. Negotiation

In **week 22**, you will play the 2\$ Game. Answer the following questions:

- What did you learn about your own negotiation tactics?
- Did you act differently because of the time limit?
- In the third round, when you had to negotiate with the same person again, did you change tactics? Was the relationship changed because of the previous negotiation? How and why?
- Overall, what did you learn from this game?

I learned that I could not really come up with a good excuse but a positive I learnt was that I was pretty effective at finding holes and solutions in their story for my gain. This means that I don't have to focus on my story, and they don't get the chance to focus on my story if I keep pressuring about theirs. The time limit helped me get to a deal quickly and pressure more, using it to my advantage. Because we had to negotiate with the same person again I could easily utilize the same tactics because they made the same mistakes as last time and I expected it. The relationship didn't hurt negotiations.

I learnt that people in this game don't want to come to an agreement based on their story, they want to win the game based on the money goal. So even if I gave a perfect solution to their story the person I negotiated with went silent and said that it's not part of the game to offer solutions and they just need the money, not the solution. In my opinion this is not playing the game correctly.

In **week 23**, you will learn about negotiation strategies. Answer the following questions:

- What are the tactics that you (subconsciously) used called?
- When are these tactics appropriate and when are they inappropriate?
- If you could go back to last week and change your actions, which tactics would you use instead? Why?

- **Anchoring** – Starting with a strong, strategic opening offer.
- **Framing** – Telling facts in a way that benefits my side.
- **Hardball tactics** – Such as exploiting time pressure or ignoring their story to shift focus.
- **Concessions** – I made small concessions in price to appear kind while aiming for my ideal outcome, because my first offer was higher than needed.

These tactics become **inappropriate** if they involve deception that crosses ethical boundaries or if used in **integrative negotiations**, which depend on **trust** and **shared information**.

What I would change is I would just give them their way with the money if they won't budge. So it's at least a lose/win situation instead of a lose/lose.

3. Growth as an IT professional

What did you learn about convincing and negotiating ethically? How would you use this in your future IT career? Or maybe: what would you certainly not do? How would you deal with someone who tries to convince you or negotiate with you unethically?

What I learned is that you must be careful with how you convince and negotiate, especially in a work setting. I don't think you should cross the line just to win. There's a difference between using tactics and being completely unethical. If you lie too much or hide important info, it always comes back to you later. In IT, if you oversell a product or hide a bug just to close a deal, you're going to ruin trust and maybe your job too.

For me, I wouldn't go that far. I'm okay with playing the game—like using pressure, creating urgency, or even bluffing a bit—but I wouldn't mislead someone to the point where it becomes damaging. Especially if someone else is trying to negotiate with me in a shady way, like faking rules or trying to guilt-trip me, I'd either call it out or push back. I don't like being played, and I don't play dirty unless they start it.

In the future, I'll just stick to using smart strategies and tactics like anchoring, framing, or using time pressure when needed. I think being sharp and confident is better than trying to be the "nice guy" all the time. You can still win deals without being dishonest. You just have to know when to push and when to walk away.

My favorite strategy when I have to buy something and negotiate the price is to act like I don't really care about it. I'll show almost no interest, mention I have other options, and start pointing out every little flaw or issue with it. That way, the seller starts thinking, "He's not going to buy this," and they feel like they have to lower the price just to make the sale. I'll throw in a lowball offer, and most of the time, they'll accept because they think no one else will want it either