

Negotiation Chat Instructions

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Overview

You will be negotiating on our negotiation platform. The platform will pair you with an anonymous partner. Once you are paired, you will be provided a listing for an item for sale. You will be asked to negotiate with your partner by sending voice-recording messages back and forth until you agree on a price; if you agree on a price within the time limit, you will both receive a bonus.

There will be three stages to this task:

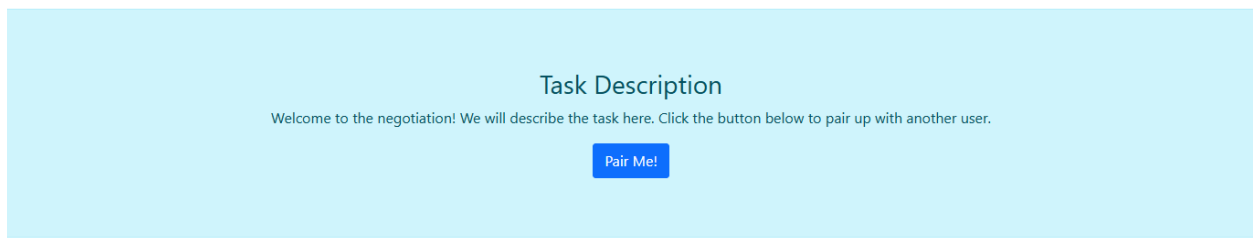
- Pairing with another user
- Negotiation through voice messages
- Making an offer / Ending the conversation

Goal

Your goal is to succeed in the negotiation, reaching a price that is closer to your target price and reaching an agreement with your partner. You and your partner will only be rewarded if there are at least 3 voice messages per person. It is okay if you do not reach an agreement, however, each partner will receive \$0.50 bonus compensation if you agree on a price. You can also receive additional compensation up to \$1 per conversation; this additional compensation will depend on how close you are to your target price. You should not discuss your target price – consider that, in a real-life negotiation, you are unlikely to expose your goal to the other person!

Pairing System

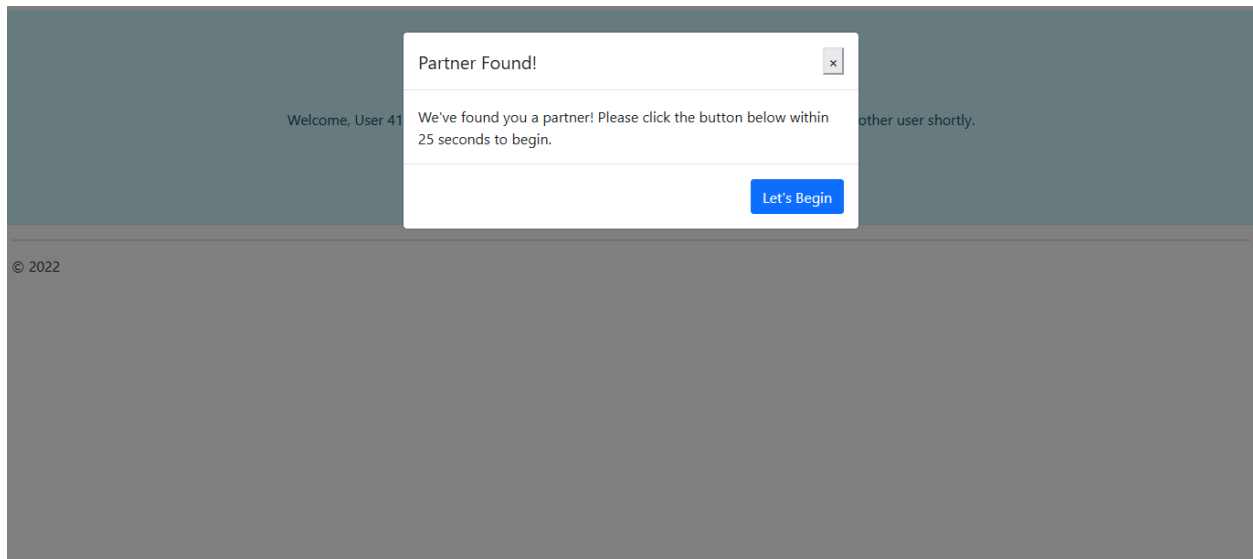
When you first reach the website, you will see the following page.



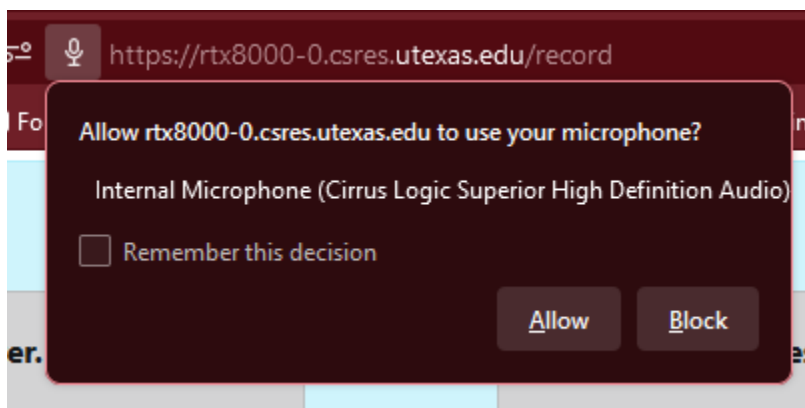
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To begin the task, click the button that says “pair me!”. This will provide you with a user ID and automatically start searching for a partner. Once you are paired, **you will have 30 seconds to complete the connection and move to the next phase.** Make sure you keep an eye on it!

The following popup will appear when the connection occurs.



Click the “Let’s Begin” button to go to the negotiation page. When viewing this page for the first time, it will request permission to use your speaker and microphone:



Allow the website to use your speaker and microphone, and you’re ready to go!

Chat page overview

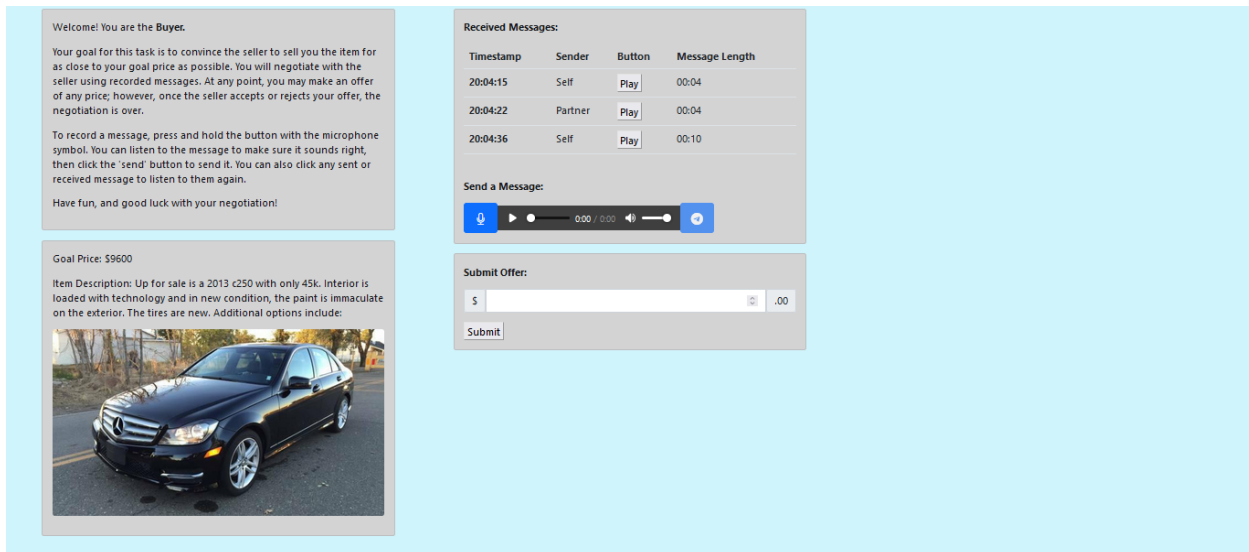


Figure 1: Buyer Chat Page

Depending on your role in the negotiation, you will have a slightly different chat page. The chat page will have two sections; the information panel and the message panel. The page shown above is the buyer's page; if you are the seller, you will have the same page without an offer submission section.

Information Panel

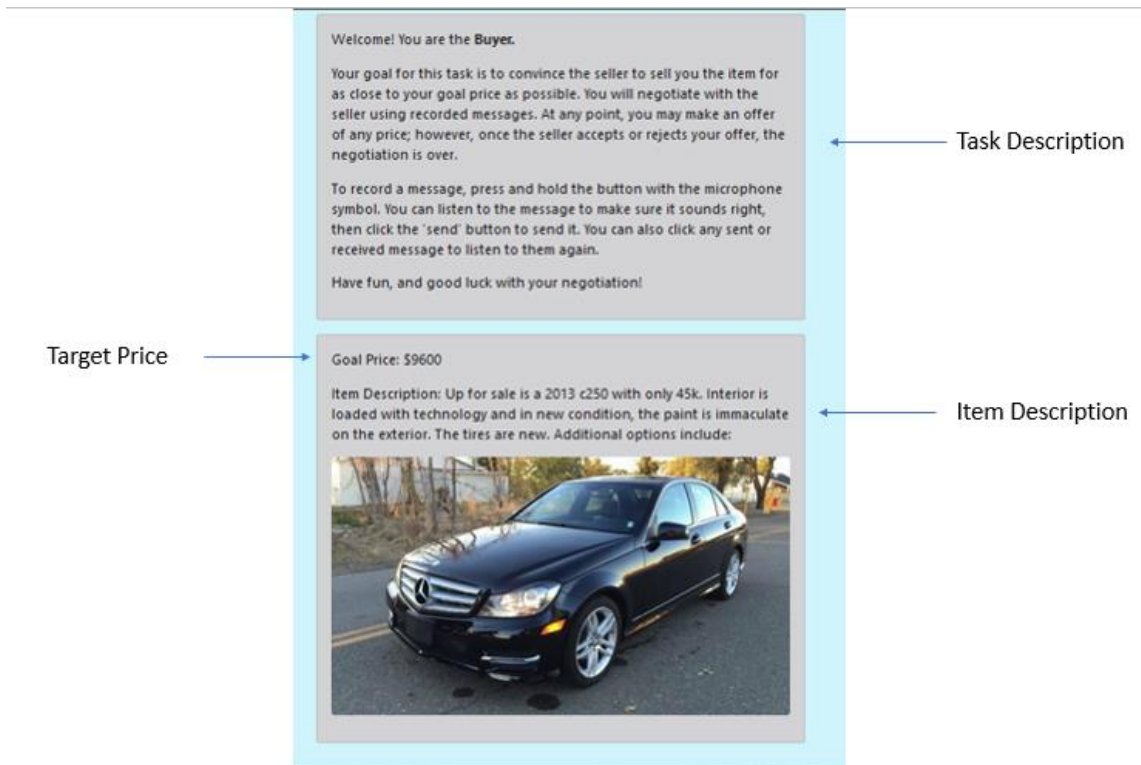


Figure 2: Information Panel

Task Description

Regardless of your role, you will be provided a short task description. Refer to this if you have difficulty remembering what you need to do during the negotiation.

Item Description

This is the listing of the item you and your partner are negotiating over. The listings vary in informativeness, so feel free to make assumptions about the item as necessary based on the provided image.

Target Price

This is the price you are aiming for in the negotiation. The closer you can get to this price, the higher the bonus you receive. That said, remember that you get a bonus for reaching an agreement, so don't be afraid to make compromises!

Time Limit

The negotiation will have a time limit. You and your partner will want to reach an agreement before the time runs out, or the negotiation will be marked as a failure.

Message Panel

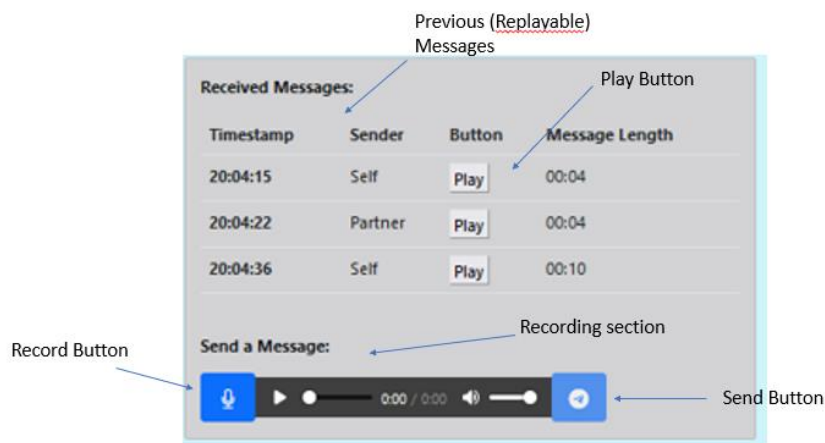


Figure 3: Message Panel

Recording Messages

This part of the panel is where you record messages you want to send. To record a message, right-click and hold down on the **record button**, say whatever you would like to say, and release the button when you are finished. **Don't release the click until you have finished recording.** Note that the record button will be green while recording is in progress, and that if it changes back to blue, it has stopped recording. If you want to re-record or change your message, you can record again; this will overwrite any existing recording.

Once you are satisfied with your message, click the **send button** to send the message.

Replaying Messages

You can replay any message you have sent or received during the negotiation. Messages are displayed in the order they were sent in the **received messages** box. To replay a message, click the **play button** for that message.

Offer (Buyer only)

If you are the buyer, you may send an offer when you and your partner are done negotiating. To do so, enter your offer value in the box labelled with “submit offer”. There are more details in the task description below.

Task (Buyer)

Send the First Message

As the buyer, you will be reaching out to the seller with the first message. This is your chance to introduce yourself, ask for more information, and talk about your budget. Remember, you can re-record your message as many times as you like, but you can only send one message at a time! Once it’s sent, you cannot send anything else until you receive a response.

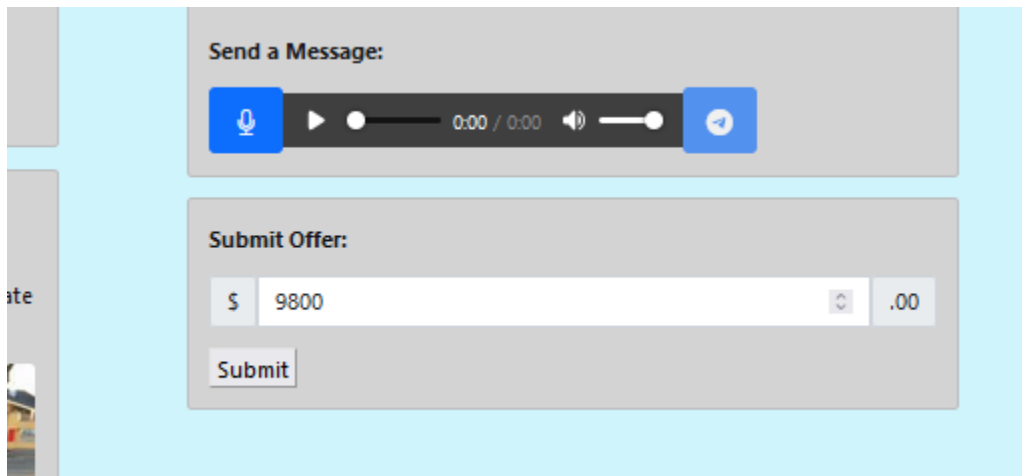
Role-Playing

- Imagine yourself in the role of the buyer
 - Try to think of compelling reasons why you would want to buy this item
 - For example... (Christmas present, low budget)
 - Basically reframe this to “play the role”, not “make up whatever you have to, to win”

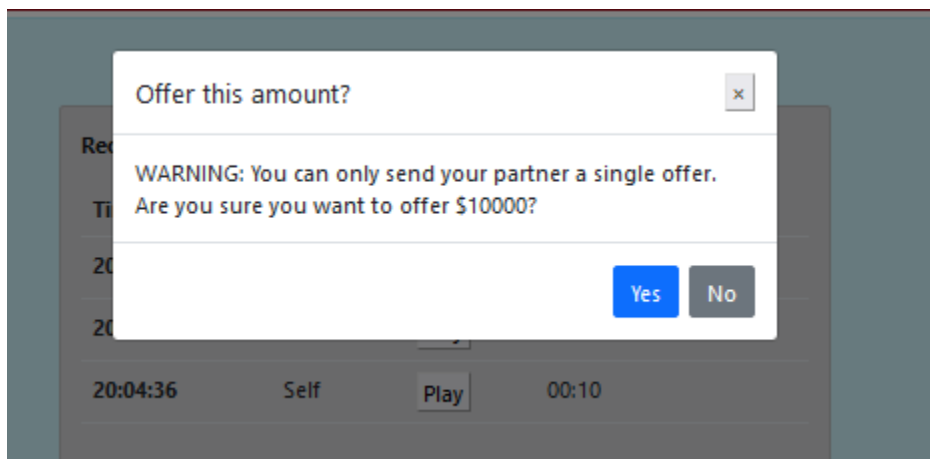
You may want to make up information about your situation as a buyer for the sake of the negotiation. For example, you may want to come up with a compelling reason for why your budget is as low as it is, or invent a heartwarming reason for why you want this particular item (“It’s a Christmas present for my children!”). You are welcome to do so! Say anything you feel will be helpful for the sake of the negotiation.

Making an offer

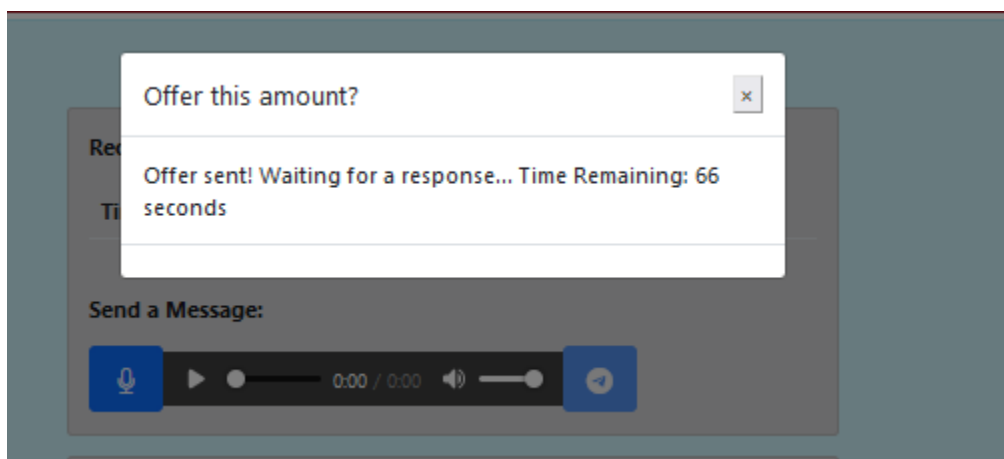
Once you and your partner have reached an agreement, you will want to send your final offer. You can do so by entering a dollar amount in the textbox labelled “submit offer”. **Remember, you can only send whole dollar values, so make sure you only enter whole numbers!**



Also, **you can only send a single offer**, so make sure you're prepared for the negotiation to end after you send it.



Once you send the offer, you'll need to wait until your partner sends their response to see if it's accepted or rejected. If it's rejected, the negotiation will be considered a failure, and neither of you will receive a bonus. You'll want to make sure you send an offer you've both agreed on!



Once the offer is accepted or rejected, the negotiation is over. Thanks in advance for your participation.

Task (Seller)

Role-Playing

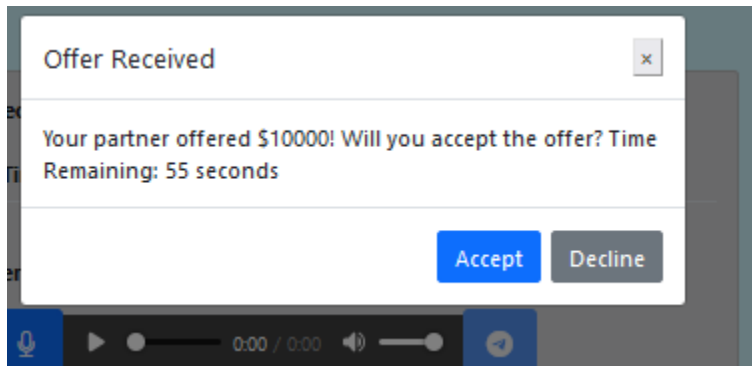
- Imagine yourself in the role of the seller
 - Try to think of compelling reasons why you would want to buy this item
 - For example... (Christmas present, low budget)

You may want to make up information about your situation as a seller for the sake of the negotiation. For example, you may want to come up with a compelling reason for why your price is so high, or invent a heart-wrenching reason for why you can't afford to sell any lower ("I need this money to pay for groceries next week..."). You are welcome to do so! Say anything you feel will be helpful for the sake of the negotiation.

Accepting or Rejecting an Offer

Once you and your partner have reached an agreement through your messages, they will send you an offer. You have the option to accept or reject it; while you both get a bonus payment if you accept, remember that your bonus is smaller the further you are from your goal price.

Also, you will have a time limit to accept or reject; if you wait too long, it will be counted as an automatic rejection.



Once you accept or reject the offer, the negotiation is over! Thanks in advance for your participation.