

## Negotiating: Is it OK to lie?

- You cannot know how much they know
- They will know through your body language:
  - cover mouth
  - look away
  - feet movement
  - touch nose
  - voice tone
  - shuffle in seat
- They may well catch you out later in the process.
- Exaggerating the costs may take away your ability to trade or manoeuvre.
- Remaining consistent puts undue stress on you and distracts you from other important parts of the process.
- When the deal is finished, what will your opening stance look like? It must not look like a total lie!
- It's a small world.
- If you are caught later, the long term relationship will never be repaired.

### **Alternatives:**

- ◆ evade: "It depends on other factors"
- ◆ you don't have to answer their questions
- ◆ keep to feelings rather than facts:
  - "I wouldn't be happy with that"
  - "I feel that it's a reasonable request"