

Difficult behaviors you might encounter in negotiations:

1. The Dominator

This person tries to control the conversation by talking over others, interrupting, and refusing to listen. They often use aggressive tactics to impose their will.

2. The Stonewaller

Stonewallers refuse to engage in meaningful dialogue. They might give one-word answers, avoid eye contact, or simply remain silent, making it difficult to progress in the negotiation.

3. The Complainer

Complainers focus on the negatives and constantly highlight problems without offering solutions. Their pessimism can drain the energy from the negotiation and make it hard to find common ground.

4. The Know-It-All

This individual believes they have all the answers and dismisses others' ideas or suggestions. Their arrogance can stifle creativity and collaboration.

5. The Emotional Reactor

Emotional reactors let their feelings dictate their behavior. They might become overly angry, sad, or anxious, which can derail the negotiation process and make it hard to stay focused on the issues.

6. The Blamer

Blamers point fingers and assign fault to others for any problems or setbacks. This behavior can create a hostile environment and hinder constructive dialogue.

7. The Evasive

Evasive negotiators avoid giving direct answers or commitments. They might change the subject, provide vague responses, or deflect questions, making it hard to pin down agreements.

8. The Manipulator

Manipulators use deceitful tactics to gain an advantage. They might lie, withhold information, or use psychological tricks to influence the outcome in their favor.

9. The Passive-Aggressive

Passive-aggressive individuals express their resistance indirectly. They might agree to terms during the negotiation but then fail to follow through or subtly undermine the agreement later.

10. The Perfectionist

Perfectionists have unrealistic standards and are never satisfied with any proposal. Their insistence on perfection can stall negotiations and prevent any progress from being made.

Strategies to Handle These Behaviors

- **Stay Calm:** Keep your emotions in check and respond calmly to avoid escalating the situation.
- **Set Boundaries:** Clearly define acceptable behavior and stick to it.
- **Ask Questions:** Use open-ended questions to encourage dialogue and uncover underlying issues.
- **Seek Clarification:** Ensure you understand their concerns and address them directly.
- **Use Breaks:** If things get too heated, suggest a break to allow everyone to cool down and regroup.

- **Focus on Interests:** Shift the focus from positions to underlying interests to find common ground.
- **Document Agreements:** Keep a written record of agreements to prevent misunderstandings later.

By recognizing these behaviors and employing effective strategies, you can navigate difficult negotiations more successfully.