

# THE MASTER NEGOTIATOR

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Tactic of the Week #59

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Peter and his team of expert negotiators train leaders, sales professionals and procurement specialists in the art of negotiation.

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## Tactic #59 - The Threat

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Summary: Warning that there will be an unpleasant outcome if a satisfactory deal cannot be reached.

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The Threat is one of the most pervasive tactics utilized by counterparts who cannot achieve their goals or resolve their differences through normal one-on-one communication.

### Example

A manager suspends an employee for one week for insubordination. The employee responds, "You had better think twice about what you are doing to me. When I leave here, I'm going to file a grievance with the union." Or, "I'm calling my attorney."

### Counter

The manager might ask questions to gain information that would clarify exactly why the employee feels the need to contact a lawyer or file a grievance.

For example, the manager might respond, "Of course, you have the right to contact an attorney or a union representative. How will that help you in your current situation?"

A second effective counter would be the tactic of [Focusing on the Future](#). The manager might ask, "What do you feel we could do differently next week so we don't encounter this problem again?"

Note that we are not saying that employees should not utilize the law to rectify wrongs, or that union members should not file a grievance when management has dealt unjustly with them. What we are saying is that these tactics take time and money. We are also saying that when the goal is to build long-term win-win relationships, resolving a negotiation without beginning a lawsuit or filing a grievance is better—if the issues can be satisfactorily resolved without these alternatives.

[Take our Negotiation Styles Quiz](#) and find out what your style of negotiating is today! Next month we'll publish an infographic with the percentages of each style: the more people who take the test, the better!

Do you have any negotiation questions? If so, then send them to us by hitting the "reply" button in your email window. We'll do our best

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to address them in upcoming issues.

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This tactic is one of 101 strategies and tactics featured in [The Only Negotiating Guide You'll Ever Need](#), by Peter Stark and Jane Flaherty.



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