



MICHAEL R. DILIBERTO, ESQ.



Make A Statement By Saying Nothing

During heated negotiations, it can be easy to lose your composure, particularly if you feel that the other side is using unfair tactics. If you lose control of your emotions, you will be a less effective negotiator. When we are angry or frustrated, our judgment is skewed. That's just how we're wired, from a psychological and biochemical perspective.

If you feel yourself losing control, take a moment, and instead of reacting with an emotional response, say nothing. This allows you to buy time to regain your composure, and think of your next move. Even a brief pause can bring clarity to your decision making ability. Your brief time out can disarm the other side, when you don't react as they might expect. It also gives the other side time to cool down, which can de-escalate the tension.

Many say that mediation is a dance. Great musicians know that, more than just playing notes, it's important to know which notes not to play. Similarly, effective negotiators know which words not to say.

A pause at the right moment can change the tempo of the negotiations and allow you to get control of the situation.