The Business Hostage Negotiator

- The Hostage Negotiator cannot afford to lose the deal.
- The negotiator that can read the other better derives more out of the negotiation

In criminology, the hostage negotiator cannot afford to lose the deal as lives hang in the balance. Subsequently, they must extract reliable and all-the-information and also manage the emotions of others.

The narrative and situational awareness

Practitioners' success depends on the level of situational awareness of the decision-makers on the ground and reaction speed. Being aware of certain aspects gives a competitive advantage over others. The professional knows that they must be aware of all aspects because the focus is on negotiating with another person. Knowing all about the other is a vital element.

International business

We do live in the new world order of globalization and liberalization of products and services. Many do business with different cultures. Comprehending situational awareness, the negotiator takes-into-account cultural behaviour. Distinct cultures could misread or misinterpret. Sure, knowledge of cultural diversity is vital, but knowing how to use cultural behaviour and cultural conduct provides the professional negotiator the advantage. E.g., people of a different culture could talk to each other right in-front of others not using words but with their hands. This is not sign-language, but words displayed in their hands. They could easily control the negotiation without the other knowing. Another example; one culture may be smiling at something one says, and in-fact, may be smiling because they are embarrassed for that person and not necessary happy with what said. Misinterpreting the situation could be place one in a compromised position.

Self-Awareness and Self-Regulation

The negotiator that lets their emotions control them will lose the edge. E.g., We are all normal and react instinctively and may be bias for some reason, but when we cannot control our bias the emotions related will come out in the body-language, tone of voice and actions. The other will instinctively and perhaps shut down, *unless, the emotions displayed are on purpose by the negotiator to unsettle the other.*

Obtain all-the-information

To comprehend the narrative and the true situation provides the negotiator a clear view of the negotiating-landscape. When one is unaware of the all the pitfalls, poison-ivy, or snakes may lying under rocks then they, could experience collateral damage after taking ownership of the deal. *People do lie, hide or volunteer information.* People do for many reasons, therefore, identifying the issue is quite easy, but we need to take this further to knowing why they did so. Not knowing, can lead the negotiator into a position of being misled on purpose, or, perusing a reward that will never be realized especially when it is based of half-truths.

Managing Emotions

At times the negotiator may need to manage emotions. It is vital to extract reliable and all-the-information of the other to manage emotions of others. There are times when we must manage other's emotions to get all-the-information but also to set the tone of trust and respect. The person may not remember all the words or details of the conversation but, they will never forget the way you may them feel.

Disguising your true emotions

A negotiator must know that others could possibly read them better while they are reading others. The difficult issues to hide are the true feelings related to the moral compass, religious beliefs or political affiliations. Some reasons to disguise emotions could be highly personal and have nothing to do with the other or the negotiation, but once the negotiator lies about something, it plays in their own mind unsettling their ability to control their emotions. This happens especially when negotiating with others that have strong conflicting views to morals, religions, politics or sexual preferences.

The Bluff

The bluff is more of a testing tool than a lie in certain scenarios. E.g., when the teenager threatens to leave home, packs their bags and lets you know when they are about to call the taxi. But, when the negotiator reads the bluff of the other, then, the other loses the advantage and the deal. A person that uses the bluff in anyway – once caught, they never get a second chance. There are various methods of using the formula to test the validity, urgency, desire, or the price possibilities without having to resort to using the bluff. The person that cannot read the bluff lands-up over-compromising.

Critical Situations call for Critical Situational Interviewing

A meeting could take a few seconds, perhaps an hour or so or even days. Going to the restaurant and asking if the food is fresh in in-itself a negotiation, as, the patron is purchasing something that they are paying for. Within seconds, the negotiator must be able to determine if the truth has been told and most importantly – to identify if the person is hiding something. This example may read as inconsequential, but the point is that when the negotiator that is aware of dissected situational awareness, there are quick methods to determine the validity, speed and tone of dialogue with others.

Conventional conversations are quite different to using critical situational awareness interviewing methods because the objectives are clearly focused to uncover loopholes, discover damming issues or opportunities.

Conclusion

By knowing the elements required, then we know that not all people are effective negotiators for various reasons not elaborated in this article, but when one over compromises to get the deal done at the right price for the right reasons then there is collateral damage. True professional negotiators realizing that the science of reading others is becoming more accurate as in all other sciences. They enjoy keeping-up with new methods to keep their edge, as they may never know who can read them better. Business practitioners now can use the easiest and most effective tool that is used by practitioners in criminology, security and risk.

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