**Video Title:** Emotionally Intelligent Negotiations

**Video URL:** <https://www.youtube.com/watch?v=ORDMc1ozOCI>

**Run Time:** 1:36

**Source:** Sharon King/YouTube

**Close Caption Available:** Yes

The subject of emotional intelligence and negotiation is described on pages 36-38 of the textbook. In this very brief video, presenter Sharon King makes five key points to help the negotiator deal with emotions that surface during the negotiation session. King is most likely referring to face-to-face or videoconferencing negotiation because emotions are less evident when conducted via the written exchange of digital messages. King advises that emotions are not the enemy and that emotions should be unmasked during negotiation.

The first point is to recognize and understand your emotions as well as the emotions of your counterparts. This point is a basic tenet, and almost a definition of, emotional intelligence.   
The second point is to make emotions explicit and legitimate. Following this advice, you accept the reality that emotions are an integral part of the negotiation process. For example, if a light skinned person suddenly becomes red in the face, you ponder if that person is angry or embarrassed. The third point is to allow the other side to let off steam. You might pause, and not say anything until your emotional counterpart has vented about a particular issue in the negotiation. (The video about anger presented previously emphasizes this point, and it bears repeating.)

The fourth point is to not react to outbursts and attacks. Stay calm instead, which will indicate that you are not going to be intimidated by the other side’s attempt to humiliate you. The fifth point is to diffuse emotion which is similar to letting the other side let off steam. A highly effective way of diffusing emotion is to apologize for anything you said or did wrong.

*Questions for Thought and Discussion*

1. How can you recognize and understand your emotions during negotiation?

2. How can you recognize and understand the emotions of your counterpart?

3. What could you do during negotiation to “make emotions legitimate”?

4. King advises that an apology can be useful in diffusing emotion. What apology should a negotiator offer when the other side says, “You really aren’t interested in making a deal. You even showed up late for our online meeting today.”

5. Imagine that you are headed into a negotiation in which the stakes are quite high for you, and you know that you will be highly emotional. How can you prepare so you express emotion that will be constructive?