



Quiz

Negotiation and Influencing Strategies

1. Which of the following do behavioural scientists typically believe is true regarding content and process?
 - a. In the hands of a skillful negotiator, content defeats process
 - b. In the hands of a skillful negotiator, process defeats content
 - c. Lawyers tend to focus more on process over content
 - d. There is no difference between process and content.
2. In a typical negotiation, when does the most influencing take place?
 - a. The pre-negotiation stage
 - b. The formal event itself
 - c. The post-negotiation stage
 - d. All of the above
3. Which of the following is not an effective questioning technique used by trained negotiators?
 - a. Paraphrasing questions
 - b. Open questions
 - c. Closed questions
 - d. All of the above are effective questioning techniques used by trained negotiators
4. Which of the following is not a fundamental pillar of negotiation?
 - a. Process v Content;

- b. Drawing information out from the counter party rather than providing them with information;
 - c. Finding and bringing to light the differences between the parties
 - d. Finding common ground between the parties
- 5. In which stage of negotiation does fact finding typically occur?
 - a. Opening/Introductory phase
 - b. The discovery phase
 - c. The solving phase
 - d. The settlement phase

Answers:

1. B 2. A 3. C 4. B 5. C