

**22. Incorrect. The answer is true not false.** Although they may back fire, dirty tricks may be employed by negotiators. Examples of things to watch for include the limited agenda is when the negotiation is limited in some way to gain an advantage. For example, your opponent may seek to limit the negotiation only to the price and refuse to consider financing, product quality, etc. Bait and switch is where someone offers you something to get you to enter the negotiation and then switches the offer to something less desirable. Delaying tactics are sometimes used to gain concessions, particularly if one party knows the costs of delay is high for the other party. One party may escalate demands, saying they will agree to something if you make a concession. Once you make the concession, they demand more concessions. A zone defense is when new negotiators keep showing up. A good cop/bad cop routine has two negotiators switch off. The bad cop acts like an opponent and is very aggressive. The good cop acts as if they are your friends and as if they are trying to get the best deal for you from the bad cop. A low ball/high ball gambit is where an opponent offers a low cost/high price but then adds in extra costs for things you thought were included in the original agreement/keeps wheedling down the price. You may be subject to verbal and nonverbal attacks or psychological manipulation. An opponent may make a take it or leave it demand. This may truly be their reservation price, or they may merely be bluffing. Here it is good to know your reservation price. If you are buying and the offer truly does not meet your reservation price-leave it. Walk away to see if the offer was a bluff or not. In this case, as in all negotiations, try to have other options or generate a competitive demand for what you have. Your opponent may try to renege on an agreement. To avoid this try to structure the agreement to gain compliance. Documentation, contracts with penalties for noncompliance, such as forfeited escrow accounts, and witnesses, all help to gain compliance.