



Course Director:
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Negotiation Skills Training

- Managers at senior, middle and junior levels
- Labour Union Negotiators
- Conflict dispute resolution mediators
- Sales Negotiators
- Buyers
- Hostage & Crowd Control Negotiators
- Facilitators

INTERNATIONAL NEGOTIATION ACADEMY

Negotiation: The Genesis of Management

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SNAKES WITH HUMAN FACES

Imagine you have **no conscience**, none at all, no feelings of guilt or remorse no matter what you do. No concern for anyone, friends, or even family members. Imagine no struggles with shame or guilt; never in your whole life, no matter what kind of damaging, deceitful, abusive, or immoral action you take.

You can do anything you desire. No guilt or shame will hold you back. No one ever confront you for your **cold-bloodedness**. It is invisible to the world.

You can do anything at all, and still your strange **power over most people** (who are kept in line by their consciences), will most likely remain undiscovered.*

How will you live your life?

- **The Sociopaths amongst us**

The sociopaths (psychopaths are only sociopaths who were caught out) amongst us (said to be about 5% of all people)*are more than those with cancer, yet they don't get the same attention! *

They constitute about 5% percent of all the **damage to our relationships**, our bank accounts, our accomplishments, our self-esteem, our very peace on earth.

INTENSIVE PROGRAM
in
NEGOTIATION SKILLS
(3 days)

DATES for 2012:

5 - 7 March (Houghton)
7 - 9 May (Houghton)

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- **Negotiating with Sociopaths**

Sadly, there is **no cure** for this condition! You simply have to **learn to deal** with them!

You can assume that one out of every twenty bosses, buyers; sellers, managers, labour representatives, **spouses** and 'friends' have no conscience. So, can you imagine what will be the result when **someone with conscience negotiates with someone without conscience**? Who will have the advantage?

To enable you to **not 'fall in the trap'** of the sociopath, you better read further!

Surprisingly, **many of us know dangerously little** about this disorder, or if we do, we think only in terms of violent psychopaths such as murderers, serial killers, rapists or robbers. People who have broken the law many times over, and who, if caught, will land in jail!

We are not commonly aware of, nor do we usually identify, the large number of **nonviolent sociopaths** among us, people who often are not blatant lawbreakers, and against whom our formal **legal system provides little defense**. Yet, they are just as destructive!

You find them getting **big salaries** for 'negotiating' the price down to 'almost nothing'; they often become ministers and cannot understand that it was illegal to accept the bribe; they marry you, **beat you and make you believe that it is, 'your fault** that I had to punish you!

- **Basic Symptoms of the Textbook Sociopath: ***

It is important, not only when negotiating about buying a house, but also in social situations, to watch out for the most noticeable tell-signs!

1. They **talk about** sex and '**unmentionable topics**' with anyone
2. They are **never wrong** (you are!)
3. They **never apologize** (because they are never wrong!)
4. They are over **egocentric** (as long as they get what they want they don't care how)
5. They **lack guilt** or remorse ('I hit you because you made me do it')
6. **No empathy** for others (due to my wife's cancer I can't have sex)
7. They lie and **manipulate** to get what **they** want
8. **Shallow emotions** ('sex before the funeral will make you feel better')

On top of these tell-signs, it could be important to watch out for some of the following less clear **symptoms** (before they destroy your life, make you **sign bad contracts**, defraud your company and trick you out of your assets)

By the way: Is your **boss** a psychopath? Check your ability to '**spot a boss psychopath**':

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- **They trick you to like them!**

The sociopath may be an **excellent actor**, always appearing **charming**, calm, and collected. They usually have a normal or above normal intelligence level and good verbal fluency. It is these qualities that sometimes place the sociopath in **leadership** positions within their social groups and often make it hard to spot their "black side". *

Psychopaths can be very sociable, even though they are antisocial behind their "masks" in the sense that **their "emotions" are completely fake**. They are masters at **manipulating** others for their personal gain. Their charm, in fact, is legendary.

Psychopaths are experts at **using people**. They can ask anything of anyone without embarrassment and because of their outgoing seducing friendliness, their use of **"poor innocent me! I am such a good person"** and: "I have been treated so badly!" They use other people's emotions to evoke sympathy.

- **Their Ego's are Massive!**

Sociopaths are very egocentric individuals who lack a sense of personal responsibility and morality. They may be impulsive, **manipulative, reckless**, arguing **their cases** and **consistently lying**.

Because of their egos they will **manipulate, fake and lie** to get what they want.

Psychopaths are **masters at faking** emotions in order to manipulate others. One psychologist reported that if you actually catch them in the act of committing a crime, or telling a lie, "they will immediately justify their actions by self pity or blaming others, by creating a pitiful scene of faked emotional feelings." When you believe them, they have a sense of victory! *

- **The never say they're sorry!**

They are always right, so, why should they say that they are sorry or feel guilty?

Psychopaths are **incapable of feeling** concern or remorse for the consequences of their actions. They can calmly rationalize their insensitive and bizarre behaviour while blaming everyone else.

- **Listen and watch carefully!**

Women and men have noted the particular stare of the psychopath. It is an **intense, relentless gaze** that seems to be aimed at gaining power over someone. Women, in particular, have reported this stare, which is related to the gaze of a reptile; it is as if the psychopath is **directing all of his intensity toward you** through his eyes, a sensation that one woman reported as a feeling of "being eaten." Some women confuse the gaze for sexuality.)*

ADVANCED PROGRAM
in
NEGOTIATION SKILLS
(Completion of the Intensive Program a pre-requisite)

DATES for 2012:

11 - 12 July (Houghton)

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Psychopaths are notorious for **not answering** the questions asked to them. They will answer something else, or in such a way that the direct question is never addressed.

But there is something else about the speech of psychopaths that is equally puzzling: their **logically inconsistent statements** that usually escape detection.

A man serving a term for armed robbery replied to the testimony of an eyewitness, "He's lying. I wasn't there. I should have blown his f***ing head off."*

One psychopath interviewed by researchers* said quite frankly: "The first thing I do is **I size you up**. I look for an angle, an edge, figure out what you need and give it to you. Then it's pay-back time, with interest." * Another psychopath admitted that he never targeted attractive women - he was only interested in those who were **insecure and lonely**. He claimed he could smell a needy person "the way a pig smells truffles."*

The **'criminal' exploitation** of the old, the lonely, **the vulnerable**, the disenfranchised, the marginalized, is a trademark of the psychopath.

They can say, "**I'll pray for you**", or "I love you" just to create an impression. It really doesn't mean a thing. But some people are so lonely and so desperate that even imitations are better than nothing.

- **The Addiction!**

Sadly, as is evident, psychopaths have no lack of victims because so many people are ready and willing to play the role. * In many cases, the victim simply **refuses to believe the evidence** that they are being victimized. She will believe that if she tries harder or simply waits it out, her **husband will reform**. When he ignores her, abuses her, cheats on her, or uses her, she can simply just decide to "try harder, put more energy into the relationship, and take better care of him."

Shockingly, she believes that eventually he will notice and will see how valuable she is, and will then **fall on his knees in gratitude** and treat her like a queen.

- **Shallow emotions**

A typical statement could be, "You say you feel sad about your mothers death. Lets have sex, it will make you feel better".

The behaviour of female psychopaths reflects the same strategy. "**I can always have another child**", one female psychopath coldly replied when questioned about an incident in which her two-year-old daughter was beaten to death by one of her many lovers. * When asked why she would want to have another child, she said: "**I love children.**"*

- **Watch the Drama and Confidence while lying!**

Psychopaths lie for the sake of lying. They can convey the deepest 'emotional' message without meaning a word of it. They can also tell the **most outrageous stories** simply in order to be at the center of attention and to get what they want.

The psychopath is **obsessed with control** even if they dramatise helplessness. In fact, this is true. They **do have control when others believe their lies**.

It is all too easy to fall under the spell of the charismatic psychopath. They can even be **manipulated to perform criminal acts**, or acts of sabotage against another innocent persons on behalf of the psychopath. *

- **In Summary; how do we deal with psychopaths in our daily lives?**

Good **negotiation skills** will certainly help a lot. Skills like seeing what is missing and illogical in people's **sentence construction** and their **body language**; knowing how to use **questions** to elicit their conscience, knowing techniques of **manipulation** and knowing when and why someone uses too much **power**.

Manie Spoelstra

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