

## **EMOTIONAL INTELLIGENCE IN DIPLOMATIC NEGOTIATION**

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*Abstract: In the 21st century, the borders of state diplomacy are clear. With such huge numbers of the drivers of conflict being transnational in beginning and effect, different adjustments to conventional diplomacy have risen.*

*The paper aims to have a view on the complexity of the international diplomacy and the importance of emotional intelligence. Diplomatic efforts may conclude in progress far more quickly when both sides are more mindful of the present, impulses and reactions, and ultimate goals. In order to lead with authenticity, mindfulness and emotional intelligence are mandatory for a good preparation.*

*This point of view challenges the worldview of one winner. Establishing a good foundation will lead to nuanced dialogues, carried on in respect and authenticity. The role of diplomacy is to become a genuine effort to find the balance of powers.*

*Keywords: emotional intelligence, diplomatic negotiation*

Globalization process, as a process of subjectively more elevated amount of the financial life internationalization, has a few measurements, to be specific: monetary, social, political, educational, additionally cultural. (Schutze, 2015, pp. 241-260) These measurements of globalization process impact human conduct in different ways, and separated from beneficial outcomes, they have likewise a separated effect on the earth.

Monetary measurement of the globalization procedure is connected with the advancement of financial relations identified with the developing significance of the worldwide exchange and capital inflows. (Stuart Bell, 2013, pp. 21-28)

The definition of diplomatic / international negotiation depends on the question of which definition is most suitable to describe and analyze the process as an explanation of its outcome. Maxim Kaplan found 161 different definitions of negotiation. In 115 of these, agreement is the issue that these definitions want to clarify, 71 definitions stress communication as the main factor to be analyzed, 64 focus on conflicting interests, and another 64 perceive negotiation from the point of view of elements such as process and behaviour. Christer Jönsson and Martin Hall, for example, do not attempt to define diplomatic negotiation at all. They just try to approach its meaning, by saying that "While negotiating to further the interests of their particular polities, diplomats typically identify the peaceful resolution of conflicts and the avoidance of war as common interests". (Meerts, 2015, pp. 20-25)

### **1. THE QUALITIES OF A NEGOTIATOR**

The goal of a negotiation is to create a win-win situation. It's a creative way that both you and your counterpart can pick up from the negotiating table feeling you've won. In business it can happen that both partners have equal, or just one, win. The art of negotiation teaches you

how to win at the bargaining table, but leaves the other person the impression they have won. The ability to make others feel they have won is very important. The art of negotiation brings the other sentimental person to win. In the case of a weak negotiator, the feeling is that he lost. The game of negotiation is played after a set of rules, just like chess. The difference between the two is that, at negotiation, the other person does not need to know the rules. His answers will be predictable, depending on your movements.

When playing chess, you know the strategic moves are called gambits. Gambit in negotiation refers to a strategic move that involves some risk. Start gambling directs the game in your direction, the intermediate ones keep your advantage. The end gambit will be used at the end of a business. Start gambling will make you win or lose the game. You have to rely on a careful assessment of the other person, the market and the competing company.

Different obstacles appear in intermediate gambling. Movements made by each party create a flow that circulates among the participants and pushes them through different directions. What is important is how you respond to these pressures and master the game further. The unfair gambit, the negotiation principles and the final gambit closes the negotiation with the attainment of the desired goal and the other person's feeling that he has won. The last moments can count a lot.

## **2.THE BEGINNING GAMBLERS OF NEGOTIATION**

If you ask more than your plausible maximum position, it's good to show some flexibility. If your initial position seems to the other person to be exaggerated, and your attitude is "all or nothing," negotiation may not even begin. The answer could be: "Then we have nothing to talk about." When you see flexibility, you can have the surprise of starting a negotiation from a higher position. A positive thought can be a good reason to ask for more than the expected amount - you never know, maybe you will get it. You may get what you want and the easiest way to ask is it can be one of your lucky days.

In addition, if you ask more than you expect to receive, it increases the perceived value of what you offer. For example, if you are applying for more money than you expect to earn, you will induce the staff manager the idea that you are worth as much as you ask for. Another advantage of this technique is that it prevents a deadlock in negotiation.

At the time of negotiation, we create situations without involuntary exit, and that's because we do not have the courage to ask more than we expect to receive. Another reason the negotiators think you need to ask more than you think you will get is creating an atmosphere in which your opponent can feel the winner.

If you enter the game from the beginning with the best offer you have, you can not negotiate with the other party and you can not give him the feeling that he has won. But the unskilled negotiators want to start with the best offer.

In very publicized negotiations, such as those of footballers or airplane pilots, the initial requests are fabulous. For example, when the Sudanese rebels took hostages from three Red Cross employees, they demanded \$ 100 million in exchange for their release. Fortunately, nobody took them seriously, so they dropped to \$ 2.5 million.

Experienced negotiators know that initial requests in this type of negotiation are always exaggerated, so they do not feel disturbed. They are aware that, as the negotiation progresses, they will find a solution that can be accepted by both parties. Then both parties may hold a press conference announcing that they have won the negotiations.

If you ask more than you expect to receive, then how much more than you think you will receive should you ask? The answer is to establish the negotiating bar or goal setting, i.e. the response to the initial proposal of the opponent must be located on the other side of the goal value at a distance equal to the proposed value. For example, the car vendor asks for \$ 15,000 per car. You want to buy it for \$ 13,000. The opening bid must be \$ 11,000.

It does not always come to a middle ground solution, but you can count on it when you have nothing to base on your opening position. The reason why you should never accept the first offer (or counter-offer) is that it automatically triggers two thoughts from your counterpart. For example, you want to buy a second car. Neighbors have one for sale and ask for \$ 10,000 on it. The price is very good for you and you go quickly to buy it not to miss the offer. By the way, you are thinking of dropping the purchase price to see the owners' reaction, you are bidding for a new \$ 8,000. After you've got me a car test and you're telling the owners it's not what you're looking for, but you give them \$ 8,000. When you have proposed the offer, other than what you have set, you expect a negative reaction from them. After the owners have decided to get rid of it "as soon as possible" and it does not matter how much I give it, will you jump in what you could do or think you could get a more consistent discount?

In conclusion, experienced negotiators are very careful not to fall into the trap of accepting the first offer, because the following is automatically triggered: "I could get a better price, and next time I will." An experienced person will never recognize that he has lost, but you will think, "The next time I negotiate I will be tougher. I will not yield anything. Experienced negotiators know that you always have to look surprised, that is to be shocked by the offer of the other party. For example, suppose you are in a resort, stop looking at the drawings of a caravan designer. The works have no value on them, so you ask how much it costs, and he tells you \$ 15. If that does not seem to shock you, then he raises: "And another \$ 5 for colors." And if the price does not surprise you now, it will say, "We also have cartons for transport. Anyway you'll need that. " Often, what you say in the first moments of the negotiation is the tone of the negotiating climate. The other person immediately determines whether you are pursuing a win-win situation, or you are a tough negotiator who seeks to get as much as possible. This is one of the problems that lawyers negotiate - they are very aggressive negotiators.

Experienced negotiators know that the salesperson's hesitant technique forces the bargaining beach before it actually starts. If you succeeded in mastering the other person's desire to buy the boat, they will already have a bargaining limit in mind. He would think, "I would have a set of \$ 30,000, \$ 25,000 would be correct, and a 20,000 a real bargain." Therefore, his negotiating beach is between 30,000 and 20,000 dollars. Simply by playing this role, you've led the comparator to increase the amount. If you were willing to sell as quickly as possible, it might have offered you only \$ 20,000, but this way you can make it reach the middle spot or even the top limit of its bargaining beach just before it you start. One of the most frustrating situations in negotiation is the attempt to negotiate with a person who claims he does not have the final decision power. If you fail to realize that this is just a negotiating tactic, you will have the feeling thaSome have the gift of listening with pleasure, watching with interest, and always watching with admiration in society, while the speech of others sounds from the first word, the ones that appear seem uninteresting, and the silence installed after the end of the exposure becomes a severe replica. you will never get to talk to the person who really has the decision-making power.

### **3.THE ART OF CONVERSATION. HOW TO DEVELOP YOUR COMMUNICATION SKILLS**

Business leaders and outstanding performers are not defined by their IQs or even their job skills, but by their “emotional intelligence”: a set of competencies that distinguishes how people manage feelings, interact, and communicate. Analyses done by dozens of experts in 500 corporations, government agencies, and nonprofit organizations worldwide conclude that emotional intelligence is the barometer of excellence on virtually any job. (Goleman, n.d.)

Like any other art, the art of conversation is manifested by elegance and creativity. Without flair, any activity that we carry out turns into a chore, even if it's just a simple conversation. When it comes to communication, people are divided into two main categories: those who manage easily and those who do not. There are some who can talk to anyone, about any subject, in any circumstance as if they know a lifetime and there are others who need to develop their conversational skills. Conversation is a form of communication, though often more spontaneous and less formal. We engage in a conversation for the pleasure of interacting with others and less to pursue a particular goal. As for the types of conversations, they range from intellectual conversations to thoughtful exchanges of ideas on a particular subject.

A conversation does not just focus on expressing one's own point of view, but also on the active listening of the interlocutor. In this sense, in order to develop your ability to communicate, you must also invoke how to listen to the one who speaks to you. A conversation can become tedious if only one speaks - and thus turns into a monologue. The reasons why someone forgets to pause the speech can be varied. The nervousness can lead to locality. If you are a person who often falls prey to emotions, inspire deep, smile beautifully and think for a few seconds what you have to say. Let your interlocutor ask you questions, in which he is curious, and limit himself only to answering.

Be always attentive to the language of the body, which can give clear clues to the degree of discomfort of your interlocutor during the discussion. For example, if you are very bored, you will be looking for it with your lost look around, looking for something more exciting. If you are not a perfect artist in the art of conversation, what can you talk about to get involved in an exciting conversation? People who are not used to reading, informing, and diversifying their knowledge, do not have much to deal with, except for themselves.

Business leaders who maintain that emotions are best kept out of the work environment do so at their organization's peril. Bestselling author Daniel Goleman's theories on emotional intelligence (EI) have radically altered common understanding of what “being smart” entails, and in *Primal Leadership*, he and his coauthors present the case for cultivating emotionally intelligent leaders. Since the actions of the leader apparently account for up to 70 percent of employees' perception of the climate of their organization, Goleman and his team emphasize the importance of developing what they term “resonant leadership.” Focusing on the four domains of emotional intelligence—self-awareness, self-management, social awareness, and relationship management—they explore what contributes to and detracts from resonant leadership, and how the development of these four EI competencies spawns different leadership styles. (Goleman, n.d.)

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