

Decision Processes Colloquia

Monday, February 4, 2019

Where: 340 JMHH

When: 12:00 – 1:20 pm

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Silence is Golden: Silence, Deliberative Mindset, and Value Creation in Negotiation

ABSTRACT:

A central focus of research on negotiation has been to help negotiators shift from default win-lose assumptions to a more efficient, integrative approach. This presentation explores a novel method to facilitate that shift—namely, the use of brief silent pauses during negotiation. Study 1 reveals a positive association between naturally occurring silence and value creation. Study 2 shows that instructing one or both parties to use brief, silent pauses leads to more integrative agreements. Study 3 establishes a mechanism for this effect, whereby negotiators who use silence adopt a more deliberative mindset, which in turn leads to value creation. Study 3 also demonstrates a boundary condition involving status differences. These findings have important implications for negotiation theory and practice.

