## personal english



## **Business Capsule #28**

## Haggling

Haggling (or bargaining) refers to the practice of negotiating over a price. Not all transactions are open to haggling, as this practice depends on a set of cultural values that are not uniformly found worldwide. In Europe and North America haggling is restricted to expensive or one-of-a-kind items (cars, antiques, jewelry, art pieces, estates) and informal settings such as flea markets and backyard sales. By contrast, in Indonesia, South-East Asia, China, Northern Africa and the Middle East, locals usually haggle for goods and services of any kind, and participating in that tradition can make foreigners feel accepted. Thailand and Japan make an exception on the Asian haggling scene, as in both cultures arguments and confrontations tend to be avoided.

In order to successfully conduct a negotiation, it is of paramount importance to gather relevant information beforehand with a view to avoiding the so-called 'winner's curse', which consists in the misjudgment of the good's value, resulting in overpaying. Wielding bargaining power is also important to the success of the transaction – this means exerting influence over the other party. In order to do so, a buyer may want to go for a Name-Your-Own-Price strategy, where, unlike the traditional method where a seller quotes a certain price, the buyer initially makes their own suggestion or offer. Since taking the lead is as crucial as gathering information, the seller may make the most of such a situation through a savvy management of the information provided by the buyer.













Click on the picture above for a **VIDEO** on psychological negotiation strategies