

Persuasion Tactics

Tactic	Psychological Process
<ul style="list-style-type: none">• Door in the face• Foot-in-the-door• Scarcity principle (not in Hockenbury and Nolan)	rule of reciprocity rule of commitment emotions

Rule of Reciprocity

The rule of reciprocity (or reciprocity norm) is the expectation that when others treat us well, we should respond in kind.

It is important to recognize the rule of reciprocity because if someone is nice to you, you will “unconsciously return the favor”.

- If the President is nice to reporters, reporters are more likely to be nice (less critical) of the President (although reporters will deny this). If you are nice to the President, you are more likely to fly with him on Air Force One and have access to him.
- Some businesses ban gifts to managers and employees or gifts from outside contractors. If you received a gift, you can feel obligated to reciprocate with favors or contracts.

The way to minimize the rule of reciprocity is to reframe the transaction from a social exchange to an economic exchange.

- Political influence and money: Politicians are more likely to give contributors the benefit of the doubt or give favors for people who helped their political campaign.
- Drug companies and physicians prescriptions. Drug companies would spend \$13,000/doctor in “gifts” such as dinners, books, computers, trinkets with the drug companies logo on it, etc. (go to Listen to me! on my web site),

with the intent of those doctors more likely to reciprocate the favor by prescribing their drugs for them. The practice of receiving gifts by drug companies has been banned by most organizations.

Door in the face

A strategy for gaining concessions after someone is first given the opportunity to turn down a large request (the door in the face). The same requester counter offers with a smaller request that you are more likely to accept than the large request.

	Requestor	You
<u>large request:</u>	Can you donate \$200 to our charity?	No thanks
<u>Smaller request:</u>	how about \$20? (a concession from \$200)	Okay (a concession from no)

The door in the face is a common compliance technique where you make a large request you know is likely going to be turned down. To appear that you are making a concession from this original request, you make a smaller counter offer.

- Compared to the original request, the second request appears to be moderate (the contrast principle).
- The power of the door-in-the-face technique is due to the rule of reciprocity (The requester made a concession and asked for a smaller amount so you feel you need to make a concession, since they did)

Student examples of door in the face

A salesman comes to your door and offers to sell you a \$1000 set of encyclopedias. You decline the encyclopedia but instead you accept the offer to buy a \$5 dictionary.

Last week my boyfriend called me into the living room and asked if I could go to the store and get him some beer. I was busy and didn't want to even get up to see what he wanted. I definitely didn't want to go to the store. Then he laughed and said that he had beer in the fridge, and asked if I could get him one. I agreed with no hesitation.

Even after begging and pleading with my parents, they still said that they wouldn't buy me a car because they said they couldn't afford it. When I asked them if they would pay for my insurance instead, if I bought a car myself, they agreed.

Other examples of door in the face:

- Gaining donations: Organizations can first ask if you are willing to donate \$100. They follow up by asking if you can't donate \$100, if you can donate \$20.
- Most experts believe that the Watergate break-in was a huge blunder with a high risk and low pay-off. However, the proposal G. Gordon Liddy made to Magruder and Mitchell to do this was not the first (page 53, Influence by Robert Cialdini). The first proposal involved plans such as chase planes, framing democratic politicians with high class call girls.
- In the 70's series "Happy Days", you couldn't say the word "virgin". To get "virgin" past the censors, Gary Marshall would deliberate include it seven times in their scripts, and make a "concession" to bring it down to one—the real target.

Likewise, it was difficult to say "lose my lust", so get it in the script, they put a much stronger phrase, knowing it would get censored.

Foot-in-the-door

Foot-in-the-door is tendency for people who have agreed to a small request to later comply with a larger request. These two requests do not have to be related.

Example:

- From the book Can't Buy my Love by Jean Kilbourne, she argues that it is easier for adolescents to accept a cigarette if they have accepted other tobacco related products (t-shirts, lighters, baseball caps, etc.).
 - Small request = free stuff (baseball caps)
 - Large request = cigarettes

This compliance technique is used to increase the chance that someone to comply with a request after you approach them with another request--regardless if the first request is related to the subsequent request. The original requests are usually relatively small and never coerced by threat or bribe.

The foot-in-the-door is based on the rule of commitment. If you commit to something, you are more likely to follow through with other similar commitments.

Examples of foot-in-the-door technique

- The foot-in-the-door technique can be used to slowly train people to do cruel acts, such as learning to torture people. People are pre-selected on their tendency to be submissive to authority. These people would first start out small and then their assignments would be slowly escalated. They would be
 - guard a prisoner,
 - participate in arrest squads,
 - ordered to occasionally hit the prisoner,
 - observe a torture, and finally
 - practice it.

Foot-in-the-door

Password hacking can occur through lots of different means. People have a mental representation of how your passwords get hacked, and take precautions if it matches their mental representation, and resist precautions if it doesn't match their mental representation. Many strategies don't match our mental representations to bypass our guard and can involve emotional responses, which are unconscious and automatic. (see representative heuristic and emotional intelligence from Psy 202).

How people think they get hacked



How they really get hacked

 <p>If you had to marry your spouse where you met them, where would your wedding have been?</p>	 <p>You can call me Owen Collins Summer. Your porn name is your middle name, and the first car you had.</p>	 <p>How far away do you live from the place you were born?</p>
 <p>The car you passed your drivers test in was a _____</p>	 <p>Asking where you'd get married again is like asking where you met. A 'porn name' that exposes your middle name AND a street you grew up on are TWO pieces of info that people need.</p>	 <p>NAME A SONG</p>

Foot-in-the-door

Your defenses can become overcome using different strategies (see Psy 202) and the foot-in-the-door technique. You are more likely to answer "sensitive" questions if you have already agreed to answer an different question.

Small request	Large request
<p>BEST CHOCOLATE BAR EVER</p> 	

Where is informational social influence in this example?

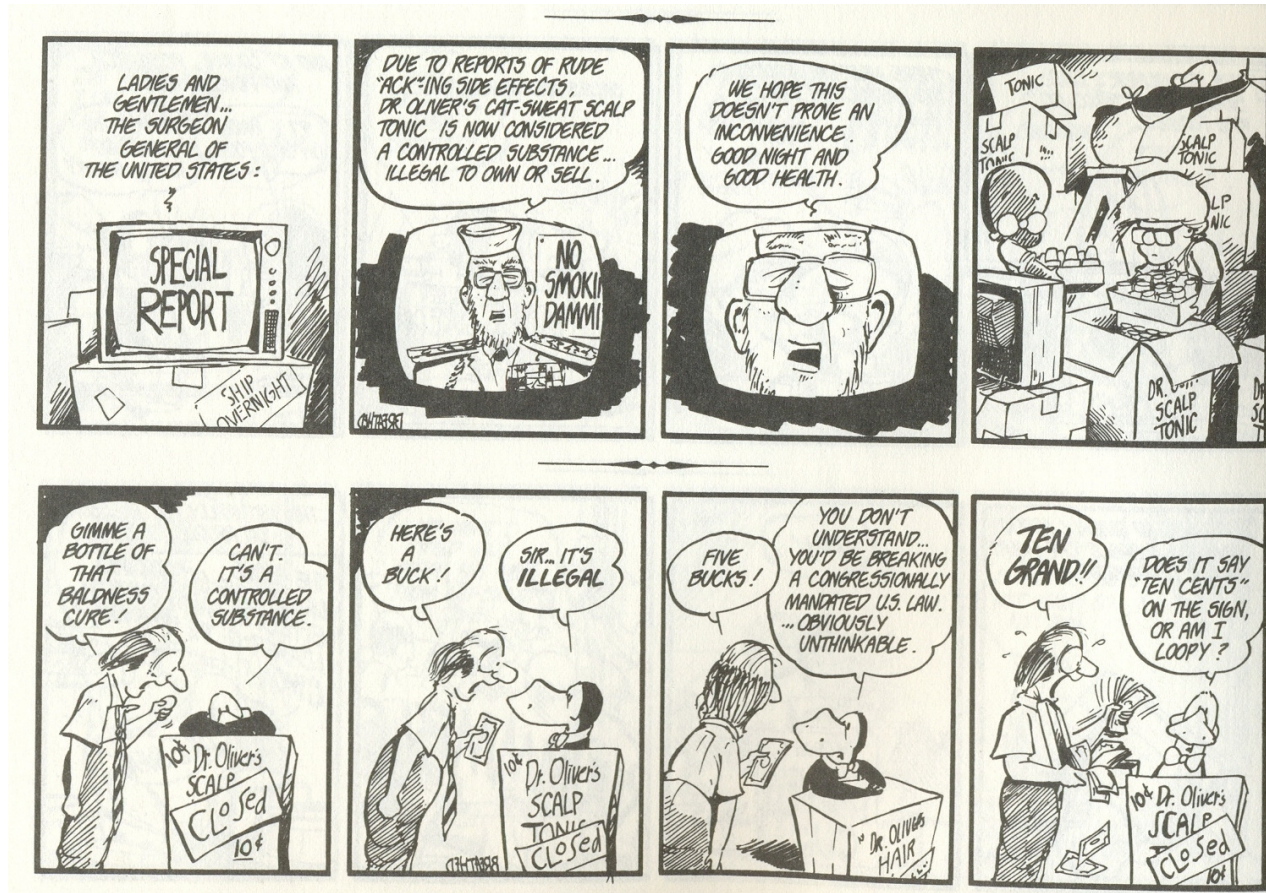
Student examples of Foot-in-the-Door

I was getting ready to go and do my laundry when my roommate asked if she could throw in a couple of her things with mine. I told her that that was fine. She brought in at least three loads of laundry and said "It's a little more than 2 things, but you don't mind, do you?" I felt that since I had already told her it was ok, that I couldn't say "no" now.

I went to Albertson's with a friend to buy soda. When we passed by the beer she asked me if I could buy a six-pack of bud. Without too much hesitation I agreed. I gave her a twenty-dollar bill to pay for the beer. When we came to the cashier, I was waiting for my change from the twenty. Right when the cashier was going to ring up the beer, my friend turns around and says "Since you have a twenty, can we get a half-rack," I was so pissed and I was put in the spot in front of the cashier and the customers so I didn't refuse.

Scarcity principle

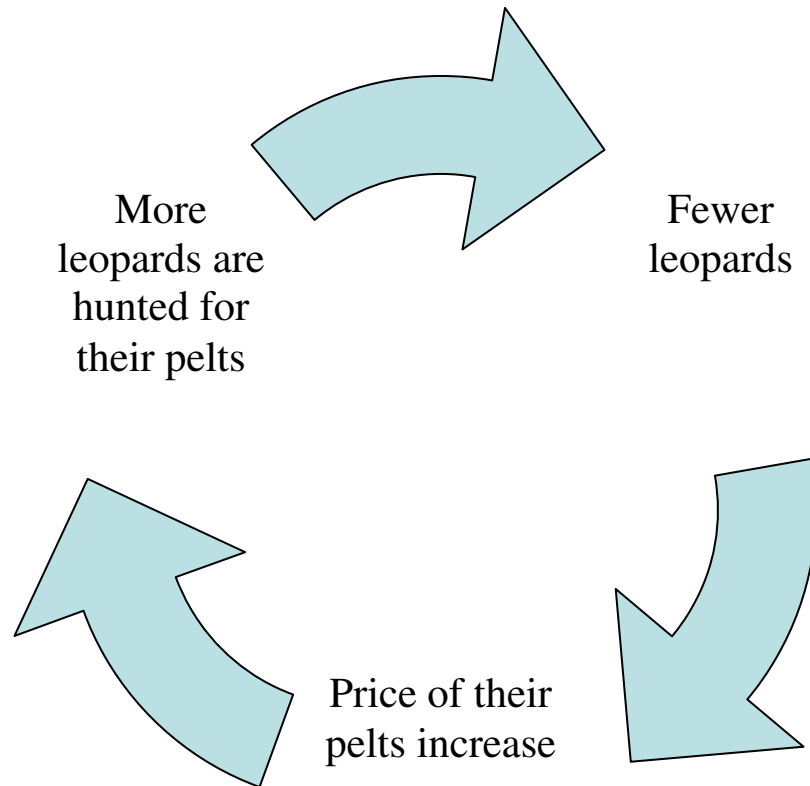
The subjective value of a commodity increases as its availability decreases.



Examples of Scarcity:

- When Dade county banned phosphate based soaps, citizens smuggled phosphate soaps in from neighboring counties. They claimed that the phosphate based soaps cleaned their laundry better, and made their clothes smell fresher.
- Music by Kurt Cobain, Elvis, The Doors is valued more after their deaths.
- Paintings by Van Gogh, Monet, Picasso are valuable because they are scarce.
- Fantastic Four #1, X-men #94 or Spider-Man #1 are more expensive comic books because there are very few copies of them compared to later issues.
- The subjective value of Cabbage Patch dolls, Tickle me Elmo, and Play Station 5 (or whatever they are up to now), Wii were inflated when the demand was high and the availability is low.
- In the Scientific American Frontiers video Fat and Happy, children are more likely to binge on junk food when they are provided the opportunity if they are restricted at home.
- A person who sells a used car, stereo, refrigerator, etc. can make the item appear “scarce” by scheduling people to view the item at the same time.

- How does understanding the scarcity principle help you understand why it is difficult to save endangered species such as elephants, walruses, leopards, etc.



- James Burke, the author of Connections series, says that the production line has had the benefit of making more products available to more people, thus driving down the cost.
 - According to the scarcity principle, what are the psychological consequences of the production line (making more things available)—How does it affect our sense of identity and individuality?

Student examples of Scarcity

I have a friend who finds he only wants to date women that are already married or have a serious boyfriend. It is like he becomes obsessed with trying to go out with them. Every once and a while a woman will break up with her boyfriend and start to date him, but then he finds them unappealing; there is no longer a challenge for him. They become too convenient.

My wife and I went to Sears to look at washing machines. There was one on sale for \$199.00 (the cheapest in the store). This washer did not have the features we wanted, but it was at a good price. My wife thought we should get it now because it was on special.

There was recently a report about the dangers of porn and sexual issues on the internet. People wanted to limit access and possibly apply indecency laws to some of the groups that deal exclusively with pornography content. As soon as that huge report came out, the groups that have mostly sexual content saw a HUGE increase in use and people became more interested in having what they felt was going to become scarce.

When I lived in Minot, ND, a ban was put on Stephen King books. Soon after, Stephen King books went up in sales and popularity increased.

Persuasion Tactics

Knowledge of compliance techniques can use for personal gain or prevention. Good con artists and "negotiators" can use this to their advantage appear to bargain in "good faith".

Those who take advantage of the door in the face for personal gain can manipulate language to make you feel guilty about not accepting the concession.

It is difficult to distinguish between genuine concessions and false concessions (concessions are made to the original target, and an inflated request is made).

In contract negotiations,

How would management use the <u>door in the face technique</u> to negotiate for	How would the employees use the <u>door in the face technique</u> to negotiate for
<ul style="list-style-type: none">• a lower wage from \$10,• fewer benefits,• less vacation time (it is currently 2 weeks/year)?	<ul style="list-style-type: none">• a higher wage from \$10,• more benefits,• more vacation time (it is currently 2 weeks/year)?

What persuasion techniques are being used?

Carrie was an average looking girl, not bad looking." My friends and I had opportunities to ask her out with the possibility for a relationship, but no one did. Then after she got a boyfriend and was no longer available, my friends and I found her more desirable.

I lived in Mexico for a year when I was in high school and among the many differences I noticed between Mexican culture and American culture was the difference in my peers' attitudes towards drinking alcohol. Here in the United States, the majority of high school and college students spend their Friday and Saturday nights trying to get as drunk as possible. It's like a goal-whoever is the most drunk "wins". In Mexico, alcohol is drunk socially, not like binge drinking teenagers engage in here, and people rarely get drunk. If they do, they're later embarrassed about it, not proud. Alcohol is also very easy to buy and be served in Mexico, but young people don't really go to the store and buy a case of beer like some try to in the U.S.

Last week a friend of mine who lives at the beach invited me to go down for the weekend. I told her I couldn't stay all weekend. She then asked if I would come down Thursday for the night and I could leave Friday since I had to work early on Saturday. I got down there and it was so relaxing. She asked if I wanted to stay

Friday also and leave early on Saturday and that she would wake me up early. I said sure.

One friend of mind who sells Amway products offered me a product for \$120. I refused to buy it because I thought it was a little expensive. Later she offered me a product that cost \$30, and I bought it. Two months later she offered to me another Amway product for \$135, and I agreed to buy it.

The Chinese "trained" the prisoners to speak or write trivial statements. Then the communists asked them to create something more important, noting perhaps, the flaws of American capitalism. Later, prisoners participated in group discussions, wrote self-criticism, or uttered public confessions.

These two guys came to my door and asked me if they could show me some meat. I said OK. They showed me all these nice cuts of frozen meats, gave their speech and then said it was going for \$__ (a lot money). I said "No way!" Then they said, "But for a limited time, they were willing to make me a deal. They were willing to sell it to me for half price if I bought it that day, because they were already at my home and it was first time, etc.

The Register Guard asked if I would subscribe to them for 8 weeks. When I said no, they asked if I would accept a free week of service. (it is a combination of two persuasion tactics).

Defending against Persuasion Tactics

Sleep on it

Play devil's advocate

Pay attention to your gut feeling

What else?