

> Friday, June 2nd, 2023

14:00 – 15:30

> ICoN-PON

**RESEARCH
SEMINAR**



EMPOWERING CHANGEMAKERS FOR A BETTER SOCIETY

‘UNDERSTANDING NEGOTIATION PROCESSES: AN OVERVIEW OF 25 YEARS OF RESEARCH USING WEB-BASED NSS’

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ABSTRACT

Web-based Negotiation Support Systems have been available on the internet to researchers and interested users for about 25 years. These systems are qualitatively different from previous approaches to negotiation support and thus opened up new possibilities for negotiation research. They provide a comprehensive record of the entire negotiation, both in terms of substantive behavior including all offers and concessions made throughout the negotiation and their evaluations, and in terms of the communication that takes place between negotiators.

In this paper, we take stock of research that has been conducted using such web-based systems in the last decades with a particular focus on results that were possible because of the comprehensive negotiation records provided by web-based NSS. We discuss the various dimensions of negotiation processes, introduce methods to analyze them and give an overview of the insights that this stream of research has revealed about negotiations.

