Abstract

This paper presents a proposal to use personality traits in a web-based Negotiation Support System (NSS) in order to improve the quality of the communication process as well as to increase negotiators’ satisfaction with the negotiation process, and reduce the time between the beginning and end of the negotiations. To do so, NegPlace System was developed. It is characterized by its use of the Myers-Briggs Type Indicator (MBTI) model to capture and identification of personality traits.

Keywords

Negotiation support system, e-negotiation, Myers-Briggs Type Indicators, personal style.