

The New Rules (Chapter 1):

Life is a _____.

Definition of Negotiation: _____.

You get what you _____ for, so you must learn how to ask _____.

This process works because _____.

Active Listening Techniques (Chapter 2):

Assumptions _____, Hypotheses _____

Barriers to active listening:

- We are easily _____.
- We engage in _____ listening.
- We are easily _____.

How to prepare for active listening:

- In the early stages of the conversation, the other person should be our _____.
- Remember your goal: _____ what your counterpart _____ needs and get them _____ talking.

Key Communication Tools

- _____.
- _____.
- Choose the appropriate _____.

Technique #1: Mirror

- Essentially _____.
- Repeating the _____.
- Deliver with an _____ tone. Seek to _____.
- This will trigger your counterpart to _____ on what was just said.

KEY TAKEAWAY: How to Confront without Confrontation.

1. Use the late-night FM DJ voice.
2. Start with "I'm sorry..."
3. Mirror.
4. Silence. At least four seconds, to let the mirror work.
5. Repeat.

KEY ACTION: Practice the Mirror Technique

PRACTICE EXERCISE #1: Use this script to practice the mirror technique with someone you trust. This can be done in person or on the phone. Remember the 5 Step Process outlined above.

COUNTERPART: "Let's make two copies of all the transaction paperwork."

YOU: "I'm sorry, two copies?"

COUNTERPART: "Yes, one for us and one for the customer."

YOU: "I'm sorry, are you saying that the client is asking for a copy and we need a copy for internal use?"

COUNTERPART: "Actually, I'll check with the client – they haven't asked for anything. But I definitely want a copy. That's just how I do business."

YOU: "Absolutely. Thanks for checking with the customer. Where would you like to store the in-house copy? There's no more space in the file room here."

COUNTERPART: "It's fine. You can store it anywhere."

YOU: "Anywhere?"

COUNTERPART: "As a matter of act, you can put them in my office. I'll get the new assistant to print it for me after the project is done. For now, just create two digital backups."

YOU: "Sounds good. I'll get those digital copies created today."

PRACTICE EXERCISE #2: Think through a common conflict in your life (at work or at home). The next time it comes up, try this mirror technique and see how it affects the outcome. Please share with the group if you're comfortable.