

### Don't Feel Their Pain, Label It (Chapter 3)

\_\_\_\_\_ derail communication.

Instead of \_\_\_\_\_ emotions, good negotiators \_\_\_\_\_ and \_\_\_\_\_ them.

\_\_\_\_\_ less, \_\_\_\_\_ more.

The more you \_\_\_\_\_, the more \_\_\_\_\_ you have.

### Tactical Empathy

Paying \_\_\_\_\_ to another human being, \_\_\_\_\_ what they are feeling and making a \_\_\_\_\_ their world.

It's not \_\_\_\_\_ or being nice, but a deep level of \_\_\_\_\_.

### Labeling Tactic

Spot \_\_\_\_\_.

Turn them into \_\_\_\_\_.

Calmly and \_\_\_\_\_; then be \_\_\_\_\_.

### How to Spot Feelings

Look for changes in \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

### How to Label Emotions

Questions or statements that begin with "It \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ like..."

Labeling \_\_\_\_\_ emotions \_\_\_\_\_ them.

Labeling \_\_\_\_\_ emotions \_\_\_\_\_ them.

### Accusation Audit

Listing every terrible thing your counterpart \_\_\_\_\_ say about you.

Helps you \_\_\_\_\_ for a \_\_\_\_\_ conversation.

**ACTION STEP: Sprinkle the labeling tactic into everyday conversations.**

**PRACTICE EXERCISE: LABELING**

**Step 1: Set a goal for the conversation.**

---

---

---

**Step 2: Summarize the known facts.** *What do you want? What do they want? Why?*

---

---

---

**Step 3: Prepare three to five labels to perform an accusation audit.**

*Anticipate how your counterpart feels about the facts you just summarized.*

- Accusation #1: \_\_\_\_\_
- Accusation #2: \_\_\_\_\_
- Accusation #3: \_\_\_\_\_

Turn each accusation into a list of labels to apply and test in the conversation.

- It seems like \_\_\_\_\_ is valuable to you.
- It seems like you don't like \_\_\_\_\_.
- It seems like you value \_\_\_\_\_.
- It seems like \_\_\_\_\_ makes it easier.
- It seems like you're reluctant to \_\_\_\_\_.

**Step 4: Record the results.**

---

---

---

---

---

### Beware “Yes” – Master “No” (Chapter 4)

“No” \_\_\_\_\_ the \_\_\_\_\_.

“No” \_\_\_\_\_ the \_\_\_\_\_.

### What “No” Really Means

I am not ready to \_\_\_\_\_.

You are making me feel \_\_\_\_\_.

I do not \_\_\_\_\_.

I don't think I can \_\_\_\_\_ it.

I want \_\_\_\_\_.

I need more \_\_\_\_\_.

I want to talk it over with \_\_\_\_\_.

### Solution-Based Questions & Statements

What about this \_\_\_\_\_ for you?

What would \_\_\_\_\_ to make it work?

\_\_\_\_\_ there's something here that bothers you.

### The Power of “No”

“No” allows the \_\_\_\_\_ to be brought forth.

“No” \_\_\_\_\_ from making – and lets them \_\_\_\_\_ – ineffective decisions.

“No” \_\_\_\_\_ so people can freely embrace their decisions.

“No” helps people feel \_\_\_\_\_, \_\_\_\_\_, and in \_\_\_\_\_ of their decisions.

“No” moves everyone's efforts \_\_\_\_\_.

### Email Magic

Have you \_\_\_\_\_ on this \_\_\_\_\_?

**ACTION STEP: Reword some of your common questions to gain a “no” response rather than a “yes.”**

**PRACTICE EXERCISE: Get to “No.”**

1) Yes-Oriented Question:

---

---

1) No-Oriented Version:

---

---

2) Yes-Oriented Question:

---

---

2) No-Oriented Version:

---

---

3) Yes-Oriented Question:

---

---

3) No-Oriented Version:

---

---

4) Yes-Oriented Question:

---

---

4) No-Oriented Version:

---

---