

How to Ensure Follow Through (Chapter 8)

Main Point: _____ is nothing without _____.

Influencing those behind the table.

- It is important to analyze the _____ negotiation space, not just the person you are _____ speaking with.
- Key tool: _____ like “How does this affect everybody else? How on board is the rest of your team?”

A few additional tools:

- The 7-38-55 Percent Rule: 7% _____, 38% _____ and 55% _____ and _____.
- The Rule of _____: getting the other person to agree to the same thing three times in the same conversation; helps avoid a counterfeit yes.
- Pay attention to the _____.
 - Liars use _____ words and far more _____ pronouns than people telling the truth.
 - In negotiation, the counterparts use of pronouns identifies his _____.

Bringing it all together (script example from pages 157-158).

1. A no-oriented _____ question to reinitiate contact.
2. A statement that leaves only the answer _____.
3. _____ questions about the problem.
4. More no-oriented questions to remove unspoken _____.
5. _____ and _____ the essence of his answers.
6. A calibrated question to prompt a _____.
7. A _____ that flatters his sense of power and control.
8. A _____ and then a no-oriented question.

ACTION STEP: Create your own script for an upcoming conversation.