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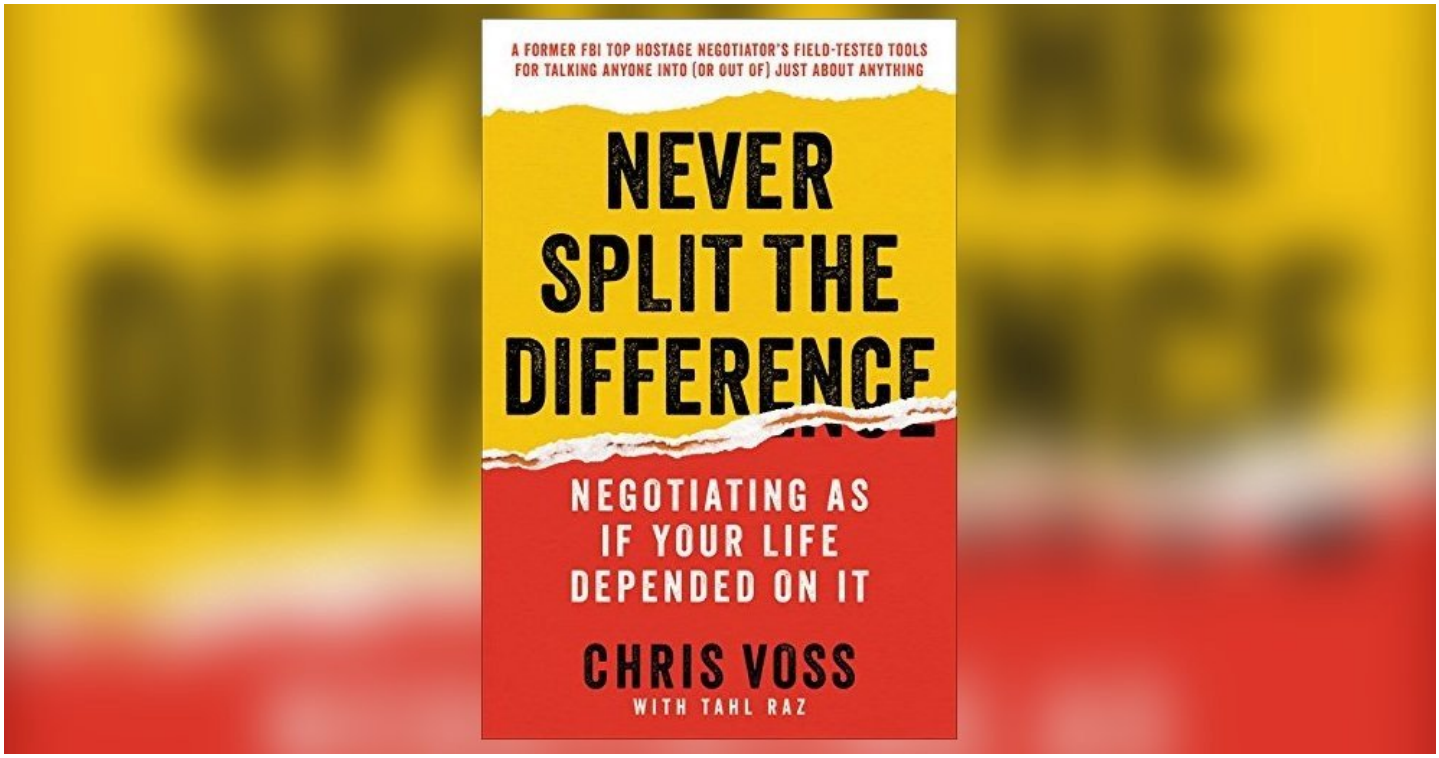
@Infinitians1

12 Lessons from 'Never Split the Difference' every negotiator must learn

A THREAD:



Create Warmth by Using First Names

Your name is possibly the only thing that's yours but is used more by others.

We all love to hear our names, to be acknowledged, to be recognized, to feel at home,

And using first names while conversing is a great way to develop rapport.

Be a Mirror

The person first ought to trust you in order for him to believe you.

And one of the quickest and surest ways of developing trust,

Is mirroring the person's body language and words.

He'd subconsciously lower his guard and feel at ease.

Listen deeply to understand them

Everyone wants to feel understood.
There is no hack for this.

You genuinely have to be interested to understand what the other person's views are.

And for that to happen,

Your mind should be quiet and present at the moment.

Summarize their position back to them

Once you listen to them deeply,

Summarise what they just told you back to them.

It'd demonstrate empathy and the person would know that you actually paid attention.

Don’t Feel Their Pain, Label It

We humans might portray ourselves as all logical and whatnot,

But we are driven by emotions.

So, instead of ignoring or denying their emotions,

You acknowledge them and leverage them.

Keep your emotions in control

There might be instances where you lose your sh*t and go bananas, succumbing to the emotions.

Obviously, that's not gonna end well.

You have to learn to control your emotions to make rational decisions.

Learn HOW: https://t.co/llXIBEZd2B

Get them to say NO

Everyone wants to be in control,

And saying NO is one of the best ways to show who's in charge.

Use this to your advantage.

Don't ask, "Can we talk today?"

Ask, "Is today a bad day for a call?"

Prepare for the worst beforehand

Before entering into a negotiation,

List out the worst accusations they could possibly say,

And confront them upfront itself.

Doing this can defuse many negatives before they even come up,

And you'd be in a much stronger position.

Talk slowly, calmly, and clearly

People won't fully comprehend what you say if you speak too fast.

Your voice can make/break the deal.

Make sure you speak slowly,
Preferably like a late-night radio host.

When you keep your tone calm,
It'd make the other party feel calm too.

Ask open-ended questions

Wh-type (+how) questions are called open-ended questions.

These let you say no and disagree with the other person, without sounding like it.

Instead of saying, "The price is too high.",
Say, "How am I supposed to arrange that kind of money?"

Don’t Make Assumptions. Explore

So often, our own confirmation biases get in the way.

We see what we wanna see, and hear what we already assume.

That's a rookie mistake.

Question your own assumptions,

And more importantly,
Question the assumptions of the other party.

Don’t Use “I”

Using 'I' repetitively in your conversations get people's guard up.

It shows that you are more interested in yourself than in them.

Be conscious about it and use it sparingly.

Do you want to:

- Become self-confident
- Elevate your awareness level
- Discover your life purpose

Here's the only tool you need:

https://t.co/qnZkIBZjGo

And that's a wrap from my side.

Before you bounce,

Grab your FREE ebook on how to declutter your mind and make the most of it.

You are gonna love it, I'm sure:

https://t.co/fzYxDovS9O

If you liked it, follow me @Infinitians1 for more.

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https://t.co/Jbr7aH0SFu

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