



# NEGOTIATING BOOT CAMP

## WORKSHEET 1

To get the most out of this worksheet, you might want to use an example of a negotiation from your past that didn't go as well as you would have liked.

### STEP 1:

**Identify a situation where negotiation was needed.**

Who are you negotiating with? \_\_\_\_\_  
\_\_\_\_\_  
What are you negotiating about? \_\_\_\_\_  
\_\_\_\_\_  
What outcome did you want? \_\_\_\_\_  
\_\_\_\_\_  
What outcome did the other side want? \_\_\_\_\_  
\_\_\_\_\_

### STEP 2:

**Use mirroring to actively listen.** Mirroring is used to clarify information and elicit deeper background for what the other person is saying. To mirror, you repeat back a short phrase based on a comment the person made. That leads them to further explain their comment.

What are some things that you heard during the negotiation? Try to think of at least 3 comments that the other person made. \_\_\_\_\_  
\_\_\_\_\_  
How could you be a mirror to these comments? What phrase would you repeat? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### STEP 3:

**Label their emotions.** Labeling is used to identify and show empathy for what the person is feeling. By putting a label on the emotion, you find out if you have figured out how their emotions are affecting the issue.

What emotions surrounded the issue for the person you were dealing with? \_\_\_\_\_  
\_\_\_\_\_  
How could you have shown empathy for their emotions by using a label to identify with their feelings? Hint: Tell a story when you had the same emotions. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## STEP 4:

### Master the "No" question.

Questions that you want answered with a no have two benefits. One, they appear to give the other person control. Two, they move the conversation forward.

What question that you would want to have answered with a "no" could you have asked at the beginning of your negotiation? \_\_\_\_\_  
\_\_\_\_\_

At any time did you feel as if you were stuck in the negotiation? If so, what question could you have used to receive a "no" in order to make progress again? \_\_\_\_\_  
\_\_\_\_\_

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## STEP 5:

### Get a "That's Right."

Hearing "you're right" is great confirmation for our expertise, but may indicate that the other person feels like they have "lost." Hearing "that's right" gets the agreement you need without making it personal.

Recalling the end of your negotiation, how could you have summarized the situation? (Once you have summarized, the question "Is that right" is asked.) \_\_\_\_\_  
\_\_\_\_\_

Are there areas of disagreement that would have arisen as a result of the summary? \_\_\_\_\_  
\_\_\_\_\_

Which practice could help you resolve the disagreement? \_\_\_\_\_  
\_\_\_\_\_

How well does the summary fit what you wanted from the situation? \_\_\_\_\_  
\_\_\_\_\_

Did you split the difference? \_\_\_\_\_  
\_\_\_\_\_

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### Checklist for practice:

- Be a Mirror: Repeat phrases to gather more information.
- Don't Feel Their Pain, Label It: Use words to identify and empathize with their concerns.
- Beware "YES"—Master "NO": Start with a "NO" question to provide them with control.
- Trigger the Two Words that Immediately Transform Any Negotiation: Get a "that's right."