

## Meeting and Negotiation Preparation Cheat Sheet

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### 14 Points For Preparing For A Negotiation or Critical Conversation

1. Think about the other party
  - Understand their desires, needs, and frustrations
  - Show a sincere desire to understand what the other side/s are experiencing
2. Don't Act like someone else, be who you are and present yourself in the best way possible
3. Do your research
4. Have an opinion with weight behind it
5. Respecting sensitive issues of the other party
6. Prepare 3-5 questions to ask
7. Avoid Flattery
8. Anticipate the other party's concerns. Pick each one out from their head.
9. Develop an outline of points to discuss.
10. Roleplay the meeting several times
11. Ask trusted advisor's feedback to keep in mind prior to the meeting
12. Put yourself in the best frame of mind prior to the meeting
13. Build a reputation of over-delivering
14. Action items (What are our next moves)

## Tone Of Voice

1. Smile
2. Slow. It. Down.
3. Use Three Tones:
  - a. Late-night DJ Tone: Use selectively to make a point. Inflect your voice downward, attempt to make your voice calm and slow. This creates a sense of trustworthiness and combats defensiveness.
  - b. Positive & playful: Default voice. Voice of an easygoing, good-natured person. Relax, open your palms, and smile while talking—even if you're negotiating over the phone.
  - c. Direct/Assertive tone: Use sparingly

## Being Empathetic

All you need to know about empathy in 3 minutes.



[3 Minute Video From Brene Brown](#)

## Next Steps

Study the book “Never Split The Difference” by former FBI hostage negotiator Chris Voss

