

Never cry at work again!

How to stay cool, calm and collected in every negotiation

If you're reacting emotionally, it's almost impossible to negotiate a solution that you'll be happy with. Here's how to regain control of your emotions and...

- ask for what you want
- understand what the other person wants
- come up with solutions that work for both of you

What's your typical emotional response?

FIGHT: you get angry and say things you regret, or you get defensive or over-explain things.

FLIGHT: you get quiet and stop contributing.

FREEZE: you're frozen, unable to fight or run away, so surprised that you're speechless.

What to do instead

1 STOP your emotional trigger

Recognize your physical reactions when you're triggered.

Do you flush, get a flood of adrenaline, feel a stomach cramp, get sweaty or cry?

Make a choice to STOP so you can respond with intention.

2 DROP your defensive reaction

Take a deep breath.

Rather than going into Fight, Flight, or Freeze, DROP your typical reaction and retake control of your body and mind. Congratulations, you STOPPED your trigger, you DROPPED your intuitive reaction, now you are ready to ROLL!

3 ROLL to a different response: BE CURIOUS

Think of yourself like a reporter. This isn't about YOU, it's about finding out what's going on. A reporter asks questions, she can't afford to assume. Neither can you!

What you say: Simply ask the question and then be quiet. You're genuinely curious about what's going on. Then summarize their response to be sure you understand.