

7 ways to be more **Diplomatic**

Get what you want without irritating others.

1. Avoid disagreements

- * A homeowner asks, "Could you raise your offer price?"
- * Don't say "No," even if you don't want to pay more.
- * Recognize their intent: "Sounds like you'd like the price to be fair for both of us." Then ask, "What's fair?"

2. Avoid arguments

- * A hiring manager says: "You can take on additional responsibilities, but only after a year."
- * Don't say: "I can take on more right away!" even if you are overqualified.
- * Ask interrogative questions: "What are the common practices about it around here?"

3. Don't miss the connection

- * Most people talk about the weather and what's going on.
- * Don't be satisfied with this shallow level of connection.
- * Recognize emotions and values: "How do you like the weather?" "What does it mean to you that XYZ is happening?"

4. Defeat discomfort

- * People become controlling when they don't know what you're after. A client says: "You must ship your product tonight."
- * Don't fight it. To reduce discomfort, create mutual purpose.
- * Ask: "Sounds like you want the soonest delivery. I want to ensure you have the highest quality. How can we achieve both goals?"

5. Lower the pressure

- * When the question starts with a verb, it puts pressure on the other side to decide.
- * To lower the pressure, convert your questions to interrogatives that do not ask for decisions but solicit thoughts.
- * Instead of asking, "Do you want to move forward with this contract?" ask, "How can we move forward with this contract?"

6. Never force agreements

- * Threatening people with leverage or power destroys trust. Diplomacy involves appealing to their interests. Instead of looking for leverage, discover interests.
- * Don't say, "If you don't sign the contract, we won't ship the product."
- * Instead, ask, "When would you like us to ship the product?" and "When would you like to sign the contract?"

7. Don't direct

- * It's tempting to tell people what to do, but this can raise defenses.
- * Instead of saying, "I'll send you information. Please reply to me," say, "I have helpful information for you. What would you like me to do?"

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