

**Write out as many gripes your counterpart may have against YOU as you can think of.**

They may be from experience with you, with others like you, others in your organization, what they imagine about people like you, sane, insane, justified or not, imagined or real, it doesn't matter. Make an exhaustive list (yes, around the topic/negotiation at hand.)

**Indicate** which are the **first** and **second** top priorities/concerns in the list. Then lead with #2 and close with #1.

**Remember:** Master negotiators use empathy and respect (as well as other TQ™ leadership skills) to bring their counterpart(s) to the point where they feel fully heard. This eases the “friction lock” on the counterpart's innate drive toward self-actualization allowing change to take place. The transformative and often cathartic experience of being profoundly heard, creates the rapport and trust needed during the collaborative problem solving phase of negotiations.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_