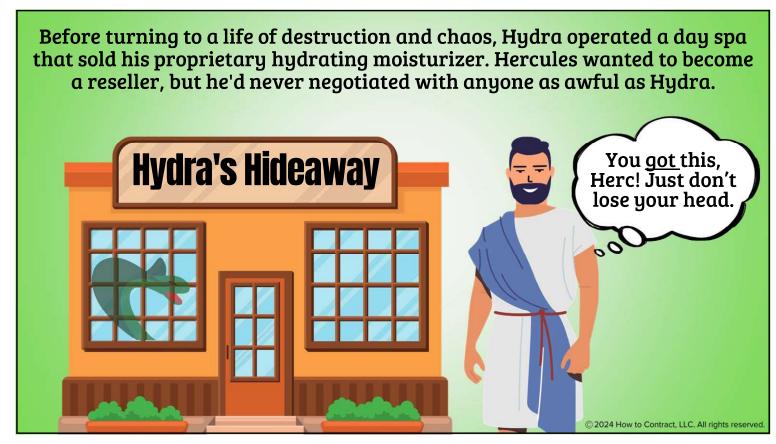


## Negotiating with Difficult Counterparties





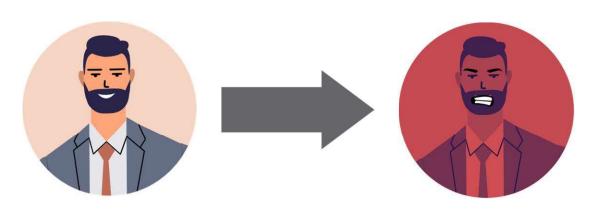
#### **PART ONE**

# Our Mindset and Approach

3



### Your frustration leads to negative emotions.



5

### Those negative emotions interfere with your effectiveness.







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