

FAVORITE QUOTES

TO LEARN NEGOTIATIONS

01

NEGOTIATIONS NEED WILLING PARTIES

We cannot negotiate with people who say what's mine is mine and what's yours is negotiable."- John F Kennedy, The Berlin Crisis

02

NEGOTIATIONS ARE ABOUT DISCOVERY

Negotiation is not an act of battle; it's a process of discovery. The goal is to uncover as much information as possible. - Chris Voss, Never split the difference

03

CONTROL YOUR EMOTIONS

When you are verbally assaulted, do not counterattack. Instead, disarm your counterpart by asking a calibrated question - Chris Voss, Never split the difference

04

POWER OF SILENCE

When you get what you wanted, stop talking - Billy Bean, Moneyball

05

LINKING SEPARATE ISSUES

I consider (the issues) linked. As long as your officers attack civilians, I will order the shooting of officers at the outset of every engagement - Benjamin Martin, The Patriot, 2000