




My Intention:



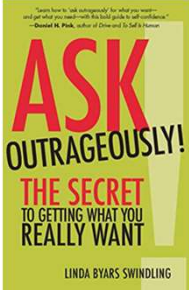
Detours: What Could Get in The Way:

What Is My Plan for Detours:

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(1 - Never 2 - Rarely 3 - Occasionally 4 - Often 5 - Always)

ASSESSMENT



How Well Do You Ask?

How?

What?

To Upgrade

Currently, when I ask I...	Score	★ ▲
Boldly request what I really want without fear or hesitation. Nothing stops or blocks me from asking.		
Make requests benefiting me with the same passion and confidence as when making requests on behalf of others.		
Know people like and respect me. They trust my motives and know I honor my word. They willingly support our agreement even if I am not present.		
Ask the right person, in the right way, and easily tailor my approach no matter whom I encounter. I am not intimidated by another's title, role, or experience.		
Know my request is appropriate, even if the request is unpopular, untried, or a new concept. I am certain the person I ask has the ability to approve my requests.		
Remain calm and in control despite others' reactions, negative behavior, or responses including no. I am fully prepared to deal with any tricks or unfair tactics.		
Regularly receive results that exceed what I wanted or thought possible. I am completely satisfied with my outcomes and confident I leave nothing on the table.		

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FOCUS YOUR ASK

Define & Pinpoint



What? My outrageous ask is:

Why? The good reasons I want this goal/deal are:

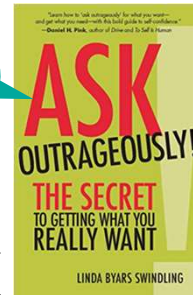
Essentials/BATNA/Worst Case

Options/No Brainers/Value

Outcome? I know I've achieved my objective when:

Is it worth it to **YOU?**

See Page
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What's In It For Them (WII-FT)

Define & Pinpoint

What?

Who? Identify Stake Holders/Authority

Why? Good reasons they want this deal are:

Essentials/BATNA/Worst Case

Options/No Brainers/They Value

Outcome? They'll know they've achieved their objective when:

Is it worth it to **THEM?**

See Page
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How? & What?

Leaders know how to make a SMART**ASK!**

S

M

A

R

T

My SMART**ASK!**

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Negotiation/Intention Name: _____

Step 1

What result do I want?

Step 1

Why? (Good Business Reasons)

Step 1

How much my time and effort will I exert?

Step 2

Who is involved in this decision? (Stake Holders/Authority)

Step 2

Who is involved in this decision? (Stake Holders/Authority)

Step 3

What are **my** options & essentials? (BATNA)

Step 3

What are **their** options & essentials? (BATNA)

Step 3

How could I maximize value at little or no cost ("no brainers")?

Step 4

Blocks. What can get in the way?

Step 4

Blocks. What can get in the way?

Step 5

How will I make a powerful first impression?

Step 5

Other Notes:

Step 5

Other Notes:

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WHAT?

Your Superpowers/Strengths

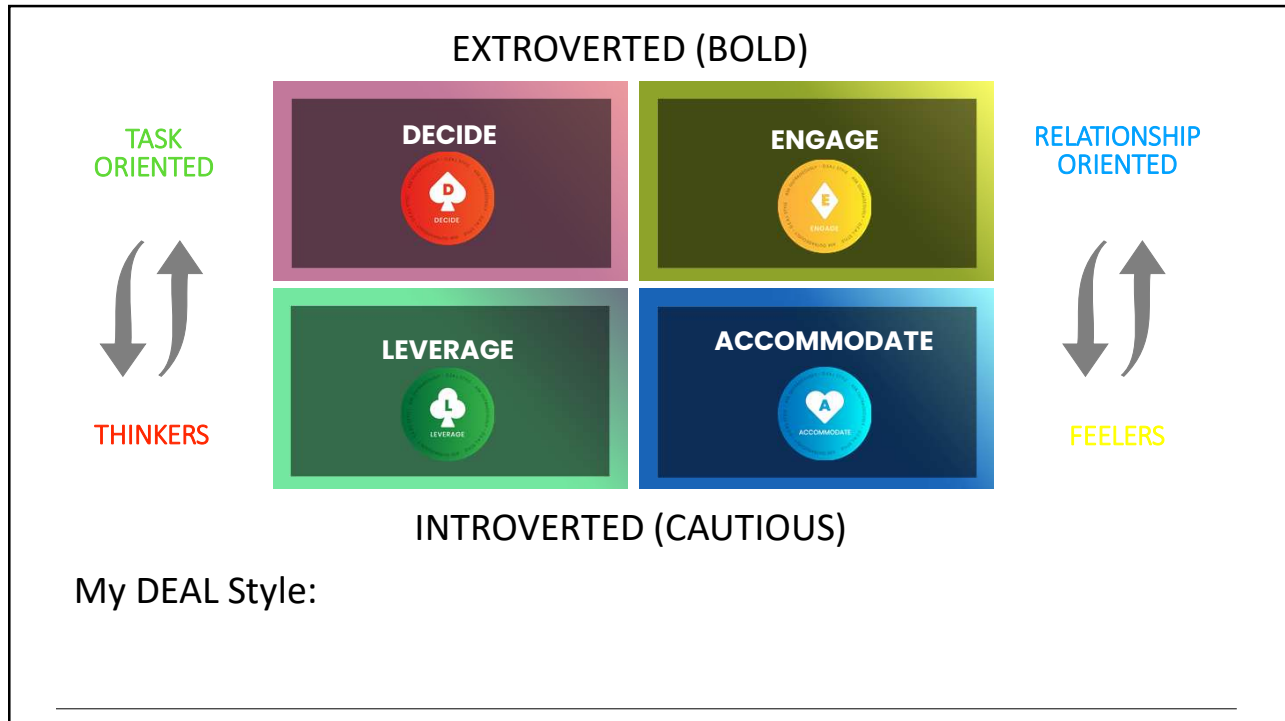


<input type="checkbox"/> Accommodate <input type="checkbox"/> Adapt to Change <input type="checkbox"/> Analyze <input type="checkbox"/> Coach <input type="checkbox"/> Communicate <input type="checkbox"/> Connect with Others <input type="checkbox"/> Contribute to a Team <input type="checkbox"/> Create <input type="checkbox"/> Deliver <input type="checkbox"/> Engage Others <input type="checkbox"/> Explain	<input type="checkbox"/> Facilitate Discussions <input type="checkbox"/> Follow Through <input type="checkbox"/> Influence Others <input type="checkbox"/> Initiate <input type="checkbox"/> Innovate <input type="checkbox"/> Lead <input type="checkbox"/> Leverage Info/Contacts <input type="checkbox"/> Listen <input type="checkbox"/> Make Decisions <input type="checkbox"/> Manage Projects <input type="checkbox"/> Manage Risk	<input type="checkbox"/> Market <input type="checkbox"/> Negotiate <input type="checkbox"/> Organize <input type="checkbox"/> Plan <input type="checkbox"/> Present <input type="checkbox"/> Resolve Conflict <input type="checkbox"/> Set Goals & Strategy <input type="checkbox"/> Solve Problems <input type="checkbox"/> Support Systems <input type="checkbox"/> Troubleshoot <input type="checkbox"/> Technical <input type="checkbox"/> Others:
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<p>DECIDERS <i>Don't chitchat / waste time.</i></p> <ul style="list-style-type: none"> • ASK ABOUT BOTTOM LINE • POLITELY CHALLENGE THINKING • GIVE A FEW CHOICES, LET THEM DECIDE 	<p>ENGAGERS <i>Connect before providing details.</i></p> <ul style="list-style-type: none"> • ASK FOR INPUT AND CREATIVE IDEAS • HELP COMMUNICATE/ENGAGE OTHERS • YOU MUST FOLLOW UP 
<p>LEVERAGERS <i>Be efficient over engaging.</i></p> <ul style="list-style-type: none"> • ASK ABOUT PROCESS, ATTEMPTS, PRACTICES • ALLOW TIME TO THINK • NEED DETAILS & EVIDENCE 	<p>ACCOMMODATORS <i>Relate to people before profits.</i></p> <ul style="list-style-type: none"> • ASK FOR INSIGHTS INTO PERSONALITY • SEEK BEST WAYS TO CONNECT • BE CONSIDERATE & INCLUSIVE 

Their DEAL Style:

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WHAT'S THEIR     STYLE?





DEAL Group to discuss & vote on:

- Easiest DEAL Style to DEAL with?
- Toughest DEAL Style to DEAL with?
- What DEAL Style is your Boss?

Pick a leader to report for your Group.

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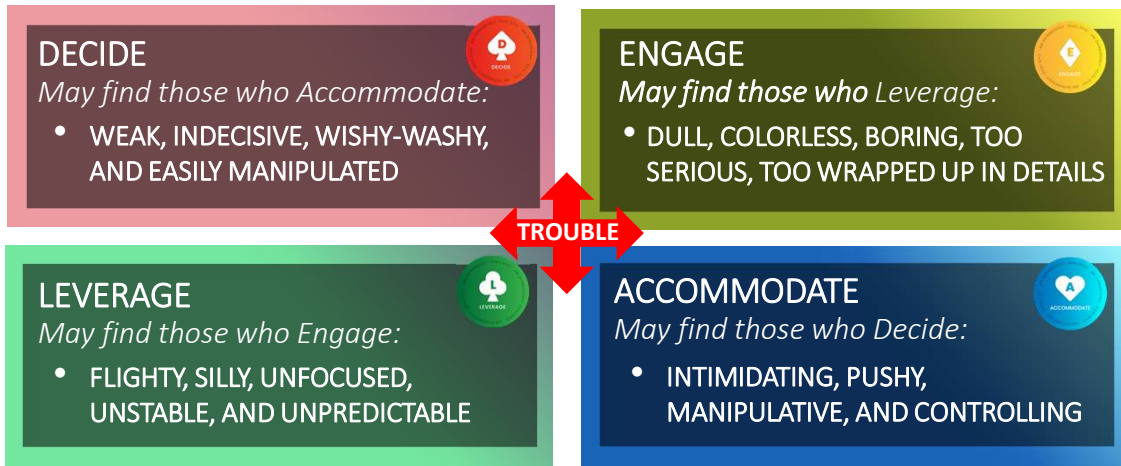
WHAT'S THEIR     STYLE?

<p>DECIDE </p>	<p>ENGAG </p>
<p>LEVERAGE </p>	<p>ACCOMMODAT </p>

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Opposite DEAL Styles *May* Have Asking Barriers



Opposite DEAL Preference Asking Barriers:

Other DEAL Preference Asking Barriers:

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Negotiation/Intention Name: _____

Step 1	What result do I want? _____ Why? (Good Business Reasons) _____ How much my time and effort will I exert? _____
Step 2	Who is involved in this decision? (Stake Holders/Authority) _____ How do they like to DEAL: <input type="checkbox"/> Decide <input type="checkbox"/> Engage <input type="checkbox"/> Accommodate <input type="checkbox"/> Leverage
Step 3	What are my options & essentials? (BATNA) _____ What are their options & essentials? (BATNA) _____ How could I maximize value at little or no cost ("no brainers")? _____
Step 4	Blocks. What can get in the way? _____ How will I DEAL with it? <input type="checkbox"/> Decide <input type="checkbox"/> Engage <input type="checkbox"/> Accommodate <input type="checkbox"/> Leverage
Step 5	How will I make a powerful first impression? _____ What will I tell myself if I find myself outside my comfort level? _____ Other Notes: _____

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Reference: Conversation Strategies per DEAL Preference

DEAL preference correlate with commonly recognized styles of communication. Below are general descriptions that identify each DEAL preference plus popular profiles and assessments that relate. Although these profiles don't map precisely to each DEAL preference, each instrument offers extensive coaching and training resources to help you identify your preferred communication style(s) or preferences, and to develop strategies to make requests of others.

DEAL Preference	Neutral Traits	Development Areas	Related Communication Styles
DECIDE When asking remember: <ul style="list-style-type: none"> No chit chat, don't waste time Ask about bottom-line, politely challenge thinking, give a few choices, let them decide When stressed, see Controllers 	<ul style="list-style-type: none"> Extroverted Assertive Serious Intuitive Thinkers Task-oriented 	Improve asking & coping skills through: <ul style="list-style-type: none"> Communication, patience, sensitivity, trusting others Enhance natural strengths in: <ul style="list-style-type: none"> Negotiations, influence, risk taking, decision making 	<ul style="list-style-type: none"> Choleric/Hippocrates Commander/CORE MAP ENT/Myers-Briggs Director/Dominance/DiSC Knower/BrainStyles Red/Personal Insight Inventory Red/Lumina Spark
ENGAGE When asking remember: <ul style="list-style-type: none"> Connect before details/facts Ask for input and creative ideas, will help communicate & engage others, you must follow up When stressed, see Prima Donnas/Dons 	<ul style="list-style-type: none"> Extroverted Bold Casual Intuitive Feeling Relationship-oriented 	Improve asking & coping skills through: <ul style="list-style-type: none"> Impulse control, planning, internal validation Enhance natural strengths in: <ul style="list-style-type: none"> networking, public speaking, multitasking, creativity 	<ul style="list-style-type: none"> Sanguine/Hippocrates Entertainer/CORE MAP ENF/Myers-Briggs Inducement/Influence/DiSC Conceptor/BrainStyles Yellow/Personal Insight Inventory Yellow/Lumina Spark

Continued....

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Conversation Strategies per DEAL Preference (continued)

DEAL Preference	Neutral Traits	Development Areas	Related Communication Styles
ACCOMMODATE When asking remember: <ul style="list-style-type: none"> Relate to people before profit Ask for insights into personality and best ways to connect. Be considerate and inclusive. When stressed, see Whiners 	<ul style="list-style-type: none"> Introverted Reserved Casual Sensing Feelers Relationship-oriented 	Improve asking & coping skills through: <ul style="list-style-type: none"> Assertiveness, self-care, independent decision making Enhance natural strengths in: <ul style="list-style-type: none"> Mediation, team building, conflict resolution, listening 	<ul style="list-style-type: none"> Phlegmatic/Hippocrates Relater/CORE MAP ISF/Myers-Briggs Sensors/Supportiveness/DiSC Conciliator/BrainStyles Blue/Personal Insight Inventory Green/Lumina Spark
LEVERAGE When asking remember: <ul style="list-style-type: none"> Efficiency over engagement. Ask about process, attempts, best practices. Allow time to think and reflect. Need details & evidence. When stressed, see Complicators 	<ul style="list-style-type: none"> Introverted Reserved Serious Sensing Thinkers Task-oriented 	Improve asking & coping skills through: <ul style="list-style-type: none"> Relaxation, flexibility, letting go of perfectionism, emotional intelligence Enhance natural strengths in: <ul style="list-style-type: none"> Planning, strategy, project management, organization 	<ul style="list-style-type: none"> Melancholy/Hippocrates Organizer/CORE MAP IST/Myers-Briggs Compliance/Conscientiousness/DiSC Deliberator/BrainStyles Green/Personal Insight Inventory Blue/Lumina Spark

NOTE: Everyone possesses all of these characteristics, though one or two are usually more developed and preferred. Related Communication Styles are used as an example only and do not perfectly correlate. Descriptions originally based on COREMAP® - Modified and used with permission.

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Conversation Strategies per Complainer Type

All of us can exhibit negative behaviors under stress. These Complainer Types correlate with the DEAL Styles and commonly recognized styles of communication. Below are general descriptions that identify each Complainer Type, including ways they complain, what doesn't work, what needs they are seeking to fulfill and the best ways to DEAL with each. Also provided are strategies to gain leadership's support to address the negative behavior and/or negative situation.

Complainer Type	Ways They Complain	What Works/What Doesn't	Best Ways to DEAL
Controllers <i>Under stress:</i> Aggressive, bossy, loud, demanding, impatient, bully <i>Under extreme stress:</i> Shut down	<ul style="list-style-type: none"> Aggressive Impatient Challenging Condescending 	Seek to: <ul style="list-style-type: none"> Control or reach an outcome Don't: <ul style="list-style-type: none"> Make excuses, finger point, over explain, or be aggressive 	<ul style="list-style-type: none"> The best way to negotiate is to <i>stand, deliver and let them decide.</i> Gain leadership's support by <i>spotting risks of bullying, intimidating, harassing and demeaning behavior.</i> Positive Style: Decide
Prima Donnas/Dons <i>Under stress:</i> Aggressive pushy, loud, argumentative, disruptive, impatient <i>Under extreme stress:</i> Shut down	<ul style="list-style-type: none"> Create drama Gossip Interrupt Interfere 	Seek to: <ul style="list-style-type: none"> Gain attention Don't: <ul style="list-style-type: none"> Tell them their reaction is too extreme and excessive, put them on the spot or ask them to be rational. 	<ul style="list-style-type: none"> The best way to negotiate is to <i>acknowledge, avoid getting lost in the drama, and publicize.</i> Gain leadership's support by <i>spotting results created by disruption, low accountability, gossip and distraction.</i> Positive Style: Engage

Continued....

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Conversation Strategies per Complainer Type (continued)

Complainer Type	Ways They Complain	What Works/What Doesn't	Best Ways to DEAL
Whiners <i>Under stress:</i> Passive, submissive, withdrawn, silent, tearful, sensitive, hurt <i>Under extreme stress:</i> Explode	<ul style="list-style-type: none"> Showing disapproval Venting Withdrawing 	Seek to: <ul style="list-style-type: none"> Gain empathy and connection Don't: <ul style="list-style-type: none"> Tell them they are irrational, solve their problems, or vent with them 	<ul style="list-style-type: none"> The best way to negotiate is to <i>listen, empathize and ask for solutions.</i> Gain leadership's support by <i>spotting decisions not made and work not accomplished.</i> Positive Style: Accommodate
Complicators <i>Under stress:</i> Passive-aggressive, narrow-minded, cold, withdrawn, critical, resistant, stubborn <i>Under extreme stress:</i> Explode	<ul style="list-style-type: none"> Blocking Complicating Creating confusion 	Remember seeking to: <ul style="list-style-type: none"> Keep things calm and stable Don't: <ul style="list-style-type: none"> Tell them to be team players or to adopt a positive attitude, or try to change their minds 	<ul style="list-style-type: none"> The best way to negotiate is to <i>reduce speed, respect effort, and upgrade.</i> Gain leadership's support by <i>spotting unnecessary complications, delays and blocks.</i> Positive Style: Leverage

Toxics: Any type can be a toxic personality. In all instances they have been conditioned away from their natural interactional style and toward passive-aggressive behavior. Extroverts are generally more visible and introverts are more covert in the way they use these tactics. In the extreme these are the sociopaths and psychopaths

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