

Never Split the Difference: Negotiating as if Your Life Depended on It

- by Chris Voss

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loc 323-323 | Friday, December 17, 2021 5:52:02 PM

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loc 335 | Friday, December 17, 2021 6:33:54 PM

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loc 343-344 | Friday, December 17, 2021 6:34:37 PM

“East. ”

loc 353-353 | Friday, December 17, 2021 6:38:08 PM

“After all, kidnappers are just businessmen trying to get the best price. ”

loc 426-426 | Monday, December 20, 2021 5:50:37 AM

“we can process only about seven pieces of information in our conscious mind at any given moment. In other words, we are easily overwhelmed. ”

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“It’s almost laughably simple: for the FBI, a “mirror” is when you repeat the last three words (or the critical one to three words) of what someone has just said. Of the entirety of the FBI’s hostage negotiation skill set, mirroring is the closest one gets to a Jedi mind trick. ”

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“empathy is “the ability to recognize the perspective of a counterpart, and the vocalization of that recognition.” ”

loc 1076-1077 | Tuesday, December 28, 2021 6:37:20 AM

“When we closely observe a person’s face, gestures, and tone of voice, our brain begins to align with theirs in a process called neural resonance, ”

loc 1093-1094 | Tuesday, December 28, 2021 6:39:01 AM

“If you want to increase your neural resonance skills, take a moment right now and practice. Turn your attention to someone who’s talking near you, or watch a person being interviewed on TV. As they talk, imagine that you are that person. Visualize yourself in the position they describe and put in as

much detail as you can, as if you were actually there. ”

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“Labeling is a way of validating someone’s emotion by acknowledging it. Give someone’s emotion a name and you show you identify with how that person feels. ”

loc 1121-1122 | Tuesday, December 28, 2021 6:46:04 AM

“Labeling has a special advantage when your counterpart is tense. ”

loc 1124-1124 | Tuesday, December 28, 2021 6:47:16 AM

““Yes” and “Maybe” are often worthless. But “No” always alters the conversation. ”

loc 1437-1437 | Wednesday, December 29, 2021 10:17:29 AM

“(I’ve got a complementary PDF available that will help you identify your type and that of those around you. Please visit [http://info .blackswanltd.com/3-types](http://info.blackswanltd.com/3-types).) ”

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