

Enough said.

If you're angry, *say so*. "This really does upset me (make me mad, etc.) because . . ." This allows others to deal with your anger and help move the conversation to a more productive place.

If someone can't say it and you see it, then *you* say:

"I see you're very angry (or upset or whatever). What aspect upsets you about this?" Then leave it, giving him/her a chance to vent it and calm down. Then deal with *that*.

(There's a whole section on handling hostility with many more tactics in Chapter 8: The Art of Being Questioned. Read it for more ideas.)

Now on to Closure, the last segment of a Close Encounter.

## CLOSURE

This seemingly simple segment is very often mishandled or quite forgotten. Here is where the nitty-gritty takes place. Unless you both know *exactly* what happened and *exactly* what you both expect from each other next, your whole encounter was for naught.

### Recap and Clarify

"Now, let's go over what we talked about, just to be sure we're both on the same wavelength."

Sounds simple, yet it's funny how often people forget to do that. Each person thinks the other got what *he* got, and that's rarely the case.

We all use selective listening: Tuned into *our* major themes, wanting to be sure we got *our* particular goal achieved, we don't notice too much about what else took place. Therefore, recap is important.

If it's your meeting, do it very methodically. Start from the beginning of your agenda and go down the list. Check off each item with notes about what you both decided: send those notes to the other for mutual sign-off.

Take the opportunity to re-discuss any issues that still seem unresolved. This is your last chance.

If you're the other participant, be sure you speak up during this part of the meeting. Don't just agree. Sometimes this is a better place to make, even win, a final point. When other parts have been resolved and