

### **IDENTIFYING EMOTIONAL TRIGGERS**

Identify threats, criticisms, and demands that you anticipate hearing in the negotiation and analyze why these will bother you.

**What am I afraid the other person will say (and with which emotional tone, if relevant)?**

**Why does it bother me? What does it seem to be conveying?**

For example, you might be afraid the other person will say that you are “crazy.” When you think about it, you realize this bothers you because it invalidates your goal and feels like the person is picking a fight. Or you might fear that someone will mimic you, which conveys a lack of respect.

Simply naming triggers and thinking about them will help you cope, but you should also keep the following phrases in mind to help you defuse the triggers.

“It seems that . . .”

“It sounds as if . . .”

“It feels like . . .”