

**If emotions get in the way** of negotiations, that spells trouble. However, if you can manage to remain objective, it's possible to make compromises everyone can live with. It's pointless focusing on who is to blame. The key is to overcome the problems that have arisen, and so it is far more helpful to think about the future – what should be changed for the better? How can we all pull our weight to improve matters? Problems rarely go away of their own accord – you need to be bold and pro-active in tackling them.

→ This manual demonstrates how to cultivate your relationship with your partner in dialogue without losing sight of your objectives. It describes typical patterns in disputes, enabling you to recognise early on what conversational mechanisms and dynamics are at play and how to deal with them, so as to come to a satisfactory solution.

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## TURNING DIFFICULT CONVERSATIONS INTO WIN-WIN SITUATIONS

20 questions and answers

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