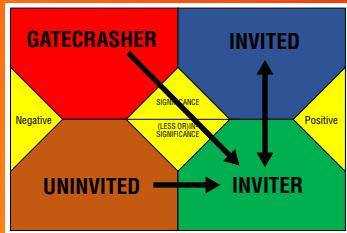


EMOTIONAL

JUDO®

TACTICS

Emotional Judo® Mats



U WIN / I WIN

Uppront and/or Understanding
When you.../What I've noticed...
I feel.../It's an issue...
Name the context
Invoke acknowledgement
What I'd like instead.../What I'd suggest...
Invoke response
Negotiate if necessary (Use EASE or EARS)

EASE

To negotiate, counter objections and deal with pushback and difficult behavior from another.
Empathize – sincerely express
Assert – state your position respectfully
Suggest – offer a solution (win/win if possible)
Expect – be ready for pushback or negotiation

EARS

An alternative to EASE when experiencing pushback during U WIN/I WIN.
Empathize – sincerely express
Assert – state your position respectfully
Reiterate – restate the context from U WIN/I WIN
Suggest – offer a solution (win/win if possible)

WAIT

Assess if it is wise to speak up at all.
Will fixing this issue be beneficial long-term?
Am I following a poor pattern of behavior?
Is now the best time?
Trick? Am I tricking myself with the above answers?

TRUST

To build trust, how can you improve in these areas:
Authentic
Behaviour
Consistent
Dependable
Ethical
 All Context Dependant



3E + P

If people keep pushing back to your EASE.
3E Do EASE to their pushbacks up to three times
+P State the Process and do LEAS
Example: I have been Listening to you and have Empathized with your position. (Ask) What's going on that you are not willing to consider my situation? (Stop) Unless you are willing to see my side I am not prepared to continue this conversation.

Name it to Tame it

When people are doing underhanded tactics: name calling, not allowing you to speak, guilt-tripping, or the silent treatment, call them on their behavior with a tone of concern.
Name the poor behavior with concern, in a question.

Role Reversal

When people are not willing to negotiate, are stuck in their view and not willing to consider your situation or view; invite them to sit in your position.

Bandwidth Analogy

Mainly for important personal relationships where the other has a narrow band of interests. Tune into the bandwidth of the other person, stay in INVITER, and enjoy being in the moment. (Unless that person is being offensive or critical to/of you – then use another tactic.)