

# HOW TO BECOME A BETTER ADVOCATE AND NEGOTIATOR

**Kathy Fragnoli, Esq.**

Arbitrator/Mediator

Dallas/San Diego

[www.westcoastmediator.com](http://www.westcoastmediator.com)

# **YOUR CLIENT**

- 1. Front Load Trust**
- 2. Use Listening Skills**
- 3. Simplify Everything You Say**
- 4. Do a Deep Dive**
- 5. Step Back**
- 6. Watch the Optics**
- 7. Deliver Bad News Without Insulting Your Client**

# **YOUR OPPONENT**

- 1. Be Civil at All Times**
- 2. Practice Empathy and Kindness Even When It Seems Impossible**
- 3. Your Behavior May be So Loud They Can't Hear You**
- 4. If It Feels Good, Don't Say It**

# **TEXAS STYLE NEGOTIATING TIPS**

- 1. Is Your Opponent “All Hat and No Cattle?”**
- 2. Are You Waiting for a Ship at the Airport?**
- 3. If You Want a Kitten...Ask for a Pony**
- 4. Ok...a Pony...But Not a Clydesdale**
- 5. “Behind Every Jerk Is a Sad Story”**
- 6. Respond Gracefully to Disarm a Combative Opponent**