

This is the eBook version of the printed book. This Element is an excerpt from *The Truth About Negotiations* (9780136007364) by Leigh Thompson. Available in print and digital formats. How to negotiate successfully with people you can't stand — and people you can't resist. You will almost certainly have to negotiate with some people who have pathological personalities. Medicating them is not an option, so what can you do? Replace “D” (dispositional) statements with “B” (behavioral) statements. Label your feelings, not people. Change your behaviors, not your feelings. Let's take each of these points in turn...

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