

The Four Pillars of Negotiation

A framework for influence



Presented by Scott Tillema

*SWAT Hostage Negotiator, retired
Founder, Negotiation Excellence, LLC*



Welcomes...

Scott Tillema

*SWAT Hostage Negotiator, retired
Founder, Negotiation Excellence, LLC*



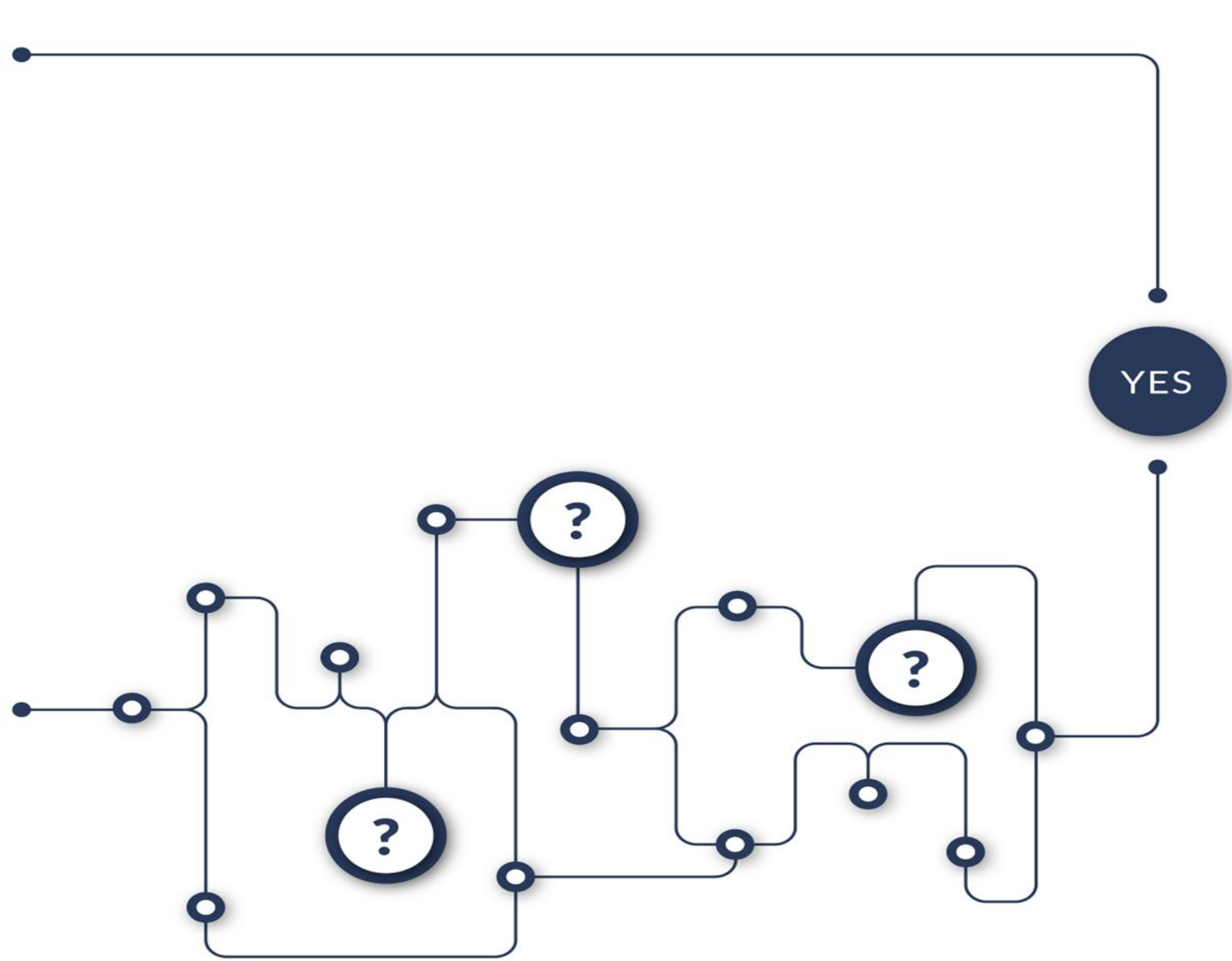


Princess Arfy
Rapunzel
Tillema,
of Tuscany



EMOTION

LOGIC





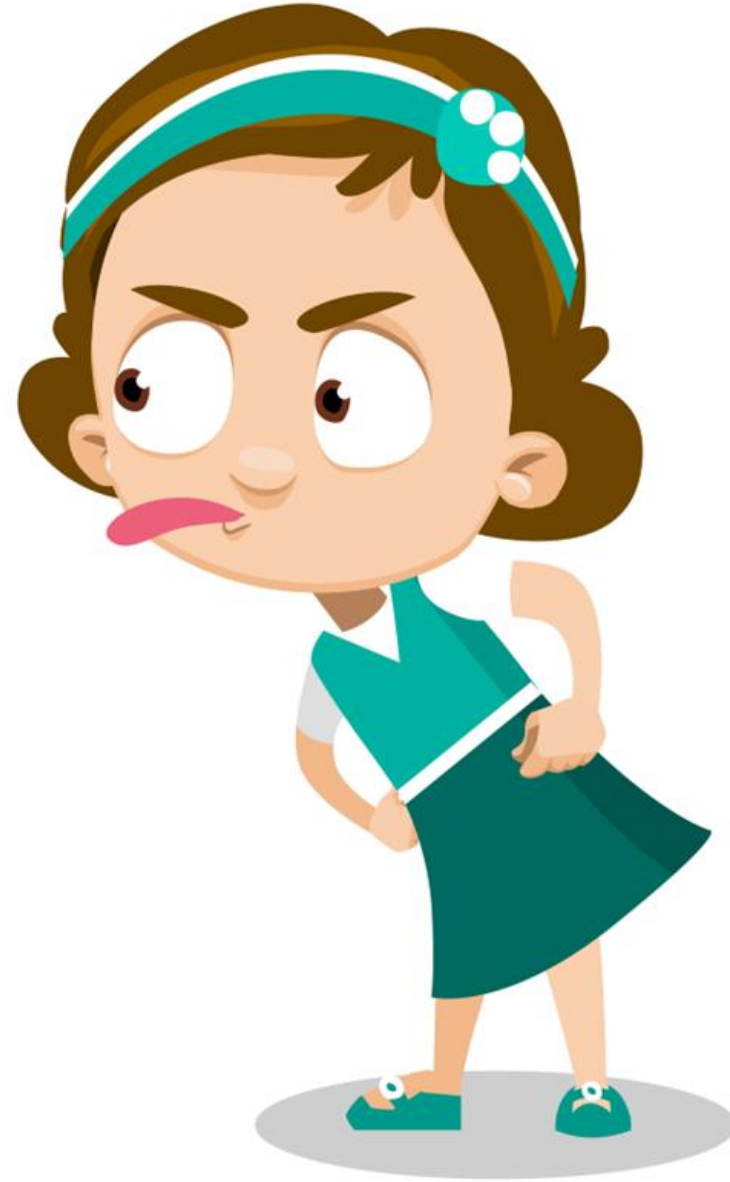
UNDERCOVER
SUPERHERO



What does their shirt
say today?

**IT'S GOING
TO TAKE
COURAGE**







Scott Tillema • 11:50 am

Hi [REDACTED] thanks for the connection! It looks like you have a cool background in negotiations and policing! Let me know how we can collaborate! Scott

[REDACTED] 11:57 am

Thanks Steve. Look forward to connecting as well





FAIRNESS

**ALWAYS
EXTEND
RESPECT**



Triggered!

- ✓ Act... Don't react
- ✓ Box breathing
- ✓ Emotion label



THE FBI ACTIVE LISTENING SKILLS



Minimal encouragers



Paraphrasing



Open ended questions



I-messages



Reflecting & mirroring



Effective pauses



Emotion labeling



Summaries



merica[★]

THE GOLD STAR DELIVERY



Rate



Rhythm



Pressure



Volume



Tone





**Mary had a
little lamb**

PRACTICE
POWERFUL
COMMUNICATION







NFDFA

NATIONAL FASTENER DISTRIBUTORS ASSOCIATION

**CONNECTION
COMES BEFORE
INFLUENCE**



INFLUENTIAL NEGOTIATION REQUIRES FOUR CONCEPTS



**It's going to
take courage**



**Always
extend
respect**



**Communicate
powerfully**



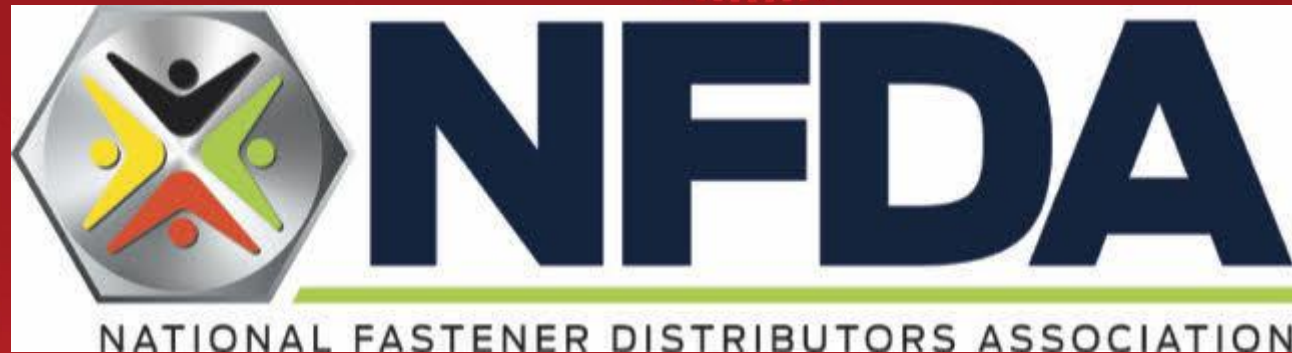
**Connection
comes before
Influence**



UNDERCOVER
SUPERHERO

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Scott Jillema
KEYNOTE SPEAKER

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