



JEFF WIENER (SVP/UNDERWRITING COUNSEL)
BRANDEN G. ALLEN (UNDERWRITING COUNSEL)

Phone: (800) 323-7552
jniener@oldrepublictitle.com
ballen@oldrepublictitle.com

ETHICS

Title CE: 2 Hours

INTRODUCTION: This presentation covers portions of the book, “The Power of A Positive No,” as well as other books focusing on successful negotiation skills while not compromising our ethic responsibilities.

Introduction

- Introducing the book “The Power of the Positive No”

The 3A Trap

- Accommodating

- Attacking

- Avoiding

The Yes!No. Yes? model

- The first emphatic Yes! Expresses that you have an interest.

- The definitive No. asserts your power and creates boundaries.

- The second Yes? furthers your relationship by presenting possibilities

Saying No is essential to creation, preservation, and transformation

- Create what you want
- Protect what you value, and
- Change what doesn't work.

Be honest and straight

- Focus on the problem, not the person
- Proceed candidly with empathy and respect
- Gain the ability to disagree without being disagreeable

Ask for what you want

- Be clear, feasible, positively framed, and respectful

Question and Answer