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NEGOTIATION:

***USING POSITIVE  
EMOTIONS***

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QUESTIONS FOR DISCUSSION

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## INSTRUCTIONS

Individually or as a group, watch “Using Positive Emotions” (available at [leanin.org/positive-emotions](https://leanin.org/positive-emotions)). Then use the questions below for a group discussion.

## QUESTIONS FOR DISCUSSION

- According to Ashleigh’s research, a negative or even a neutral approach to negotiation can trigger a defensive response, which can derail the conversation. Have you ever been on the receiving end of negative emotions in a negotiation? How did you react?
- Before watching the video, did you think that it was best to remain neutral or even negative during a negotiation—to play it cool? If you’ve tried this in the past, what was your negotiating partner’s response?
- One strategy for using positive emotions is to frame the negotiation as a cooperative effort— for example, by telling your partner that you want to work together to reach a solution. Can you think of other useful phrases to show you want to cooperate?
- Ashleigh explains how to use body language and tone to convey positive emotions. Do a body language check right now. Are your arms crossed? Are you leaning toward the group or away? What’s your facial expression? Try changing your body language to signal positive emotions. Do you feel different? How does your reaction change when you see members of the group do the same?
- What did you think of Kimberly’s use of positive emotions in the second interaction? Could you use her strategies when you negotiate? Which ones?
- What’s one key takeaway from the video that you’d share with someone else?