



WORLD  
COMMUNICATION  
FORUM **KYIV**

# **Crucial Confrontations: just look me in the eye! How to neutralize a terrorist**



WORLD  
COMMUNICATION  
FORUM **KYIV**



# Crucial Confrontations: just look me in the eye! How to neutralize a terrorist



# The key to victory is the self-control and stress management

*Vadym Rakhlis*



WORLD  
COMMUNICATION  
FORUM **KYIV**

# WHAT ARE THE NEGOTIATIONS?



Control of  
opponent state



Control of  
emotional  
relationship



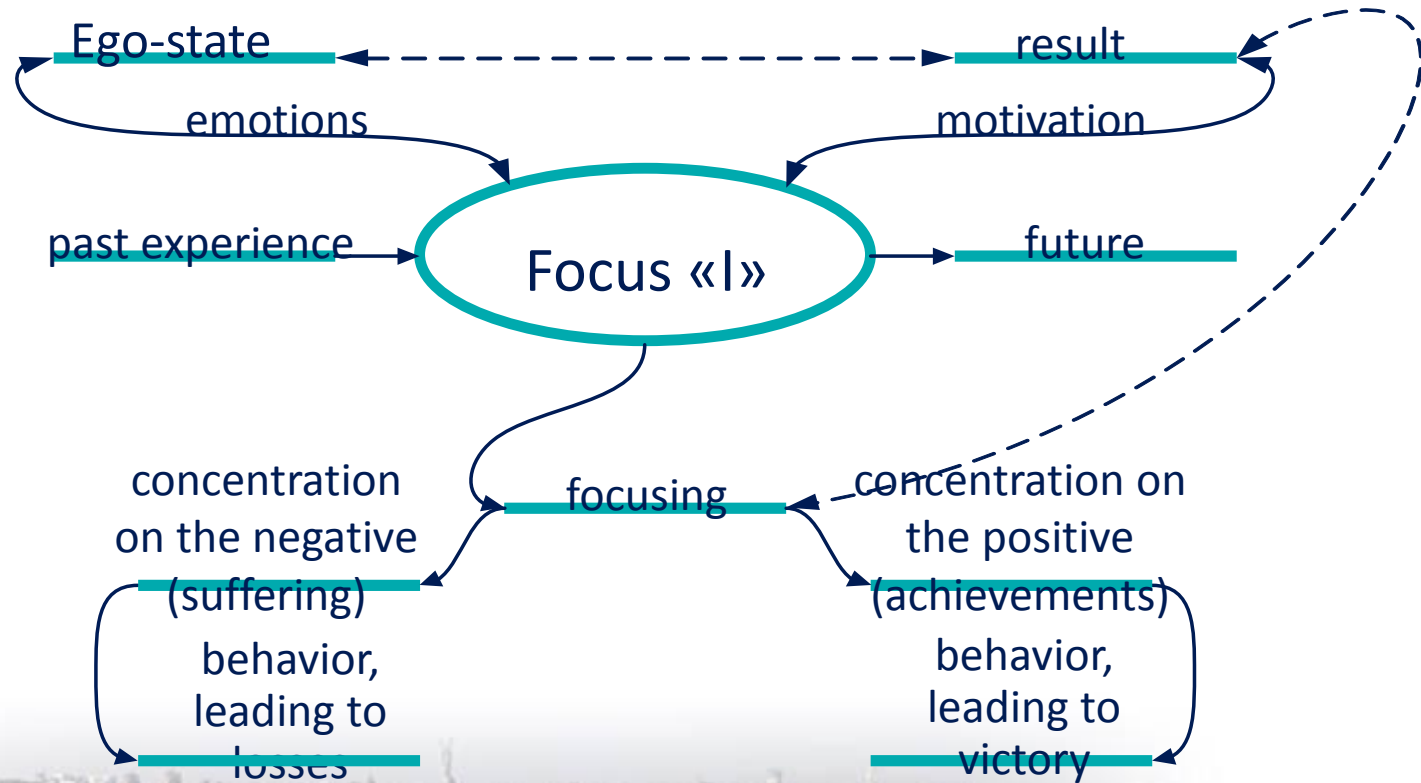
Asking the right  
questions at the  
right time



Aspiration for  
one of the  
negotiating  
objectives



# RELATIONSHIP OF THE FOCUS "I" AND ITS EGO-STATES



# ORIENTATION OF THE OPPONENT'S FOCUS «I»

«I»

«Opponent»

The only negotiations' aim

Negotiations' aim

Opponent's motivation

3

Focus «I»

1

Focus «I»  
(opponent)

Orientation of the Focus «I»  
(focusing)

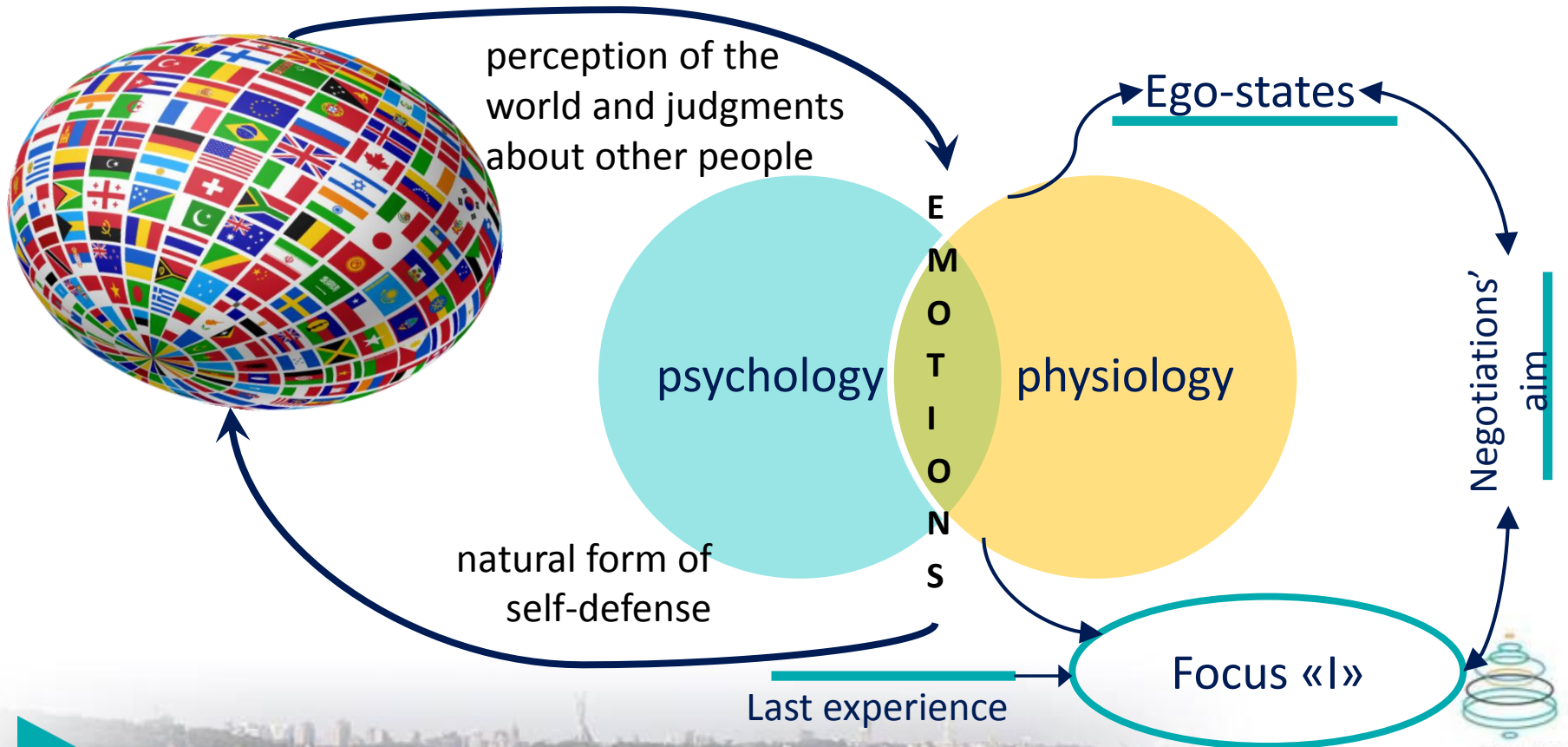
positive

2

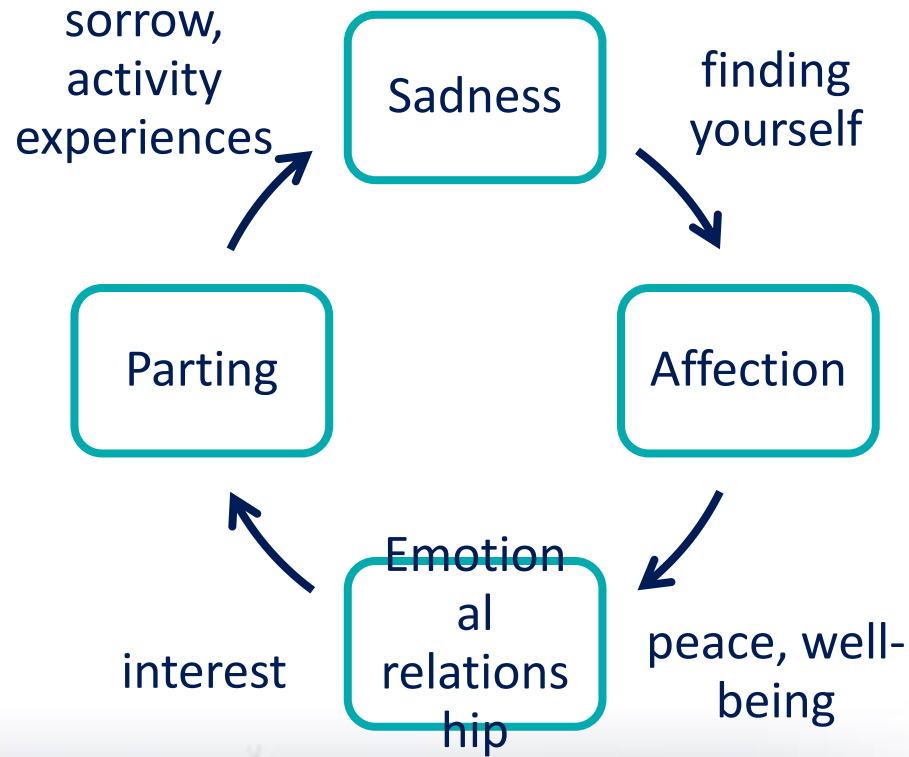
negative



# EMOTIONS' MANAGEMENT

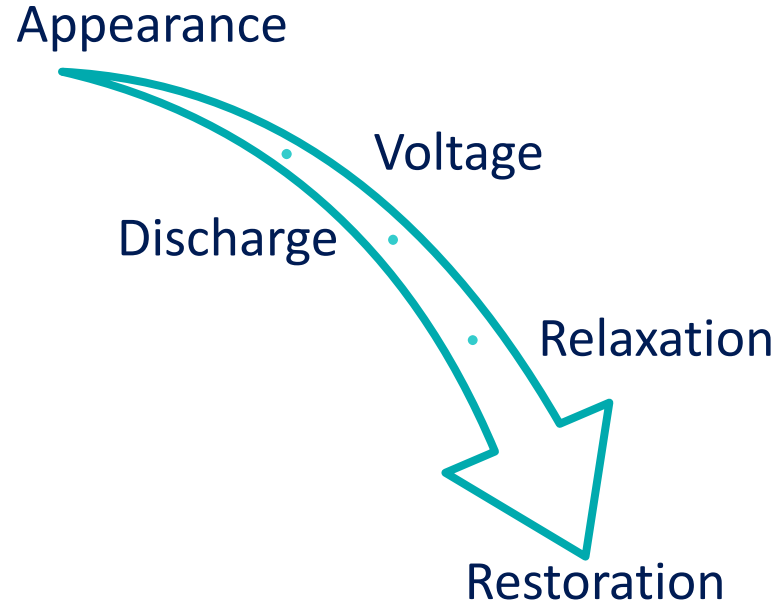


# THE EMOTIONAL RELATIONSHIP'S CYCLE





# STAGES OF EMOTIONAL PROCESS



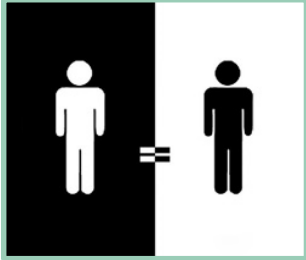
# EMOTIONAL INTELLIGENCE



Emotional intelligence is the ability to understand own feelings and other people, necessary for self-motivation, self-emotional management and building relationships

# THE COMPETENCES OF EMOTIONAL INTELLIGENCE

## Self-consciousness



understanding of own emotions and how they impact on us and other people, as well as confidence in own abilities with knowledge of the limits of personal competence

## Self-regulation



the ability to cope with own emotions, the knowledge of the weaknesses or the "launch buttons"

## Social skills



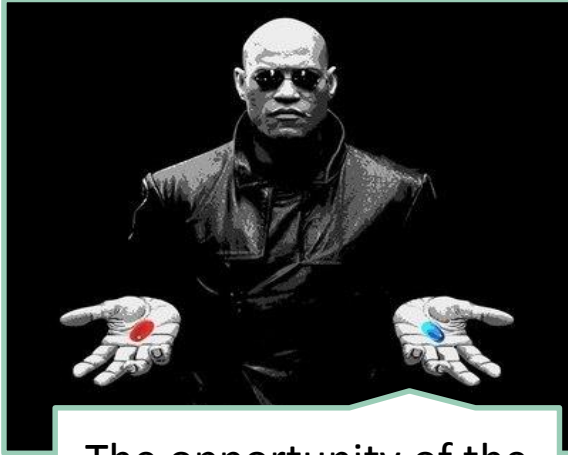
The ability to listen, to influence and persuade, engage an interlocutor in the dialogue, encourage for cooperation and strengthen relations

## Empathy



the ability to perceive the needs of others, understanding their desires and interests, as well as to feel and be aware of others' feelings

# THE WAYS TO REDUCE THE INTENSITY OF EMOTIONS



The opportunity of the choice for an opponent

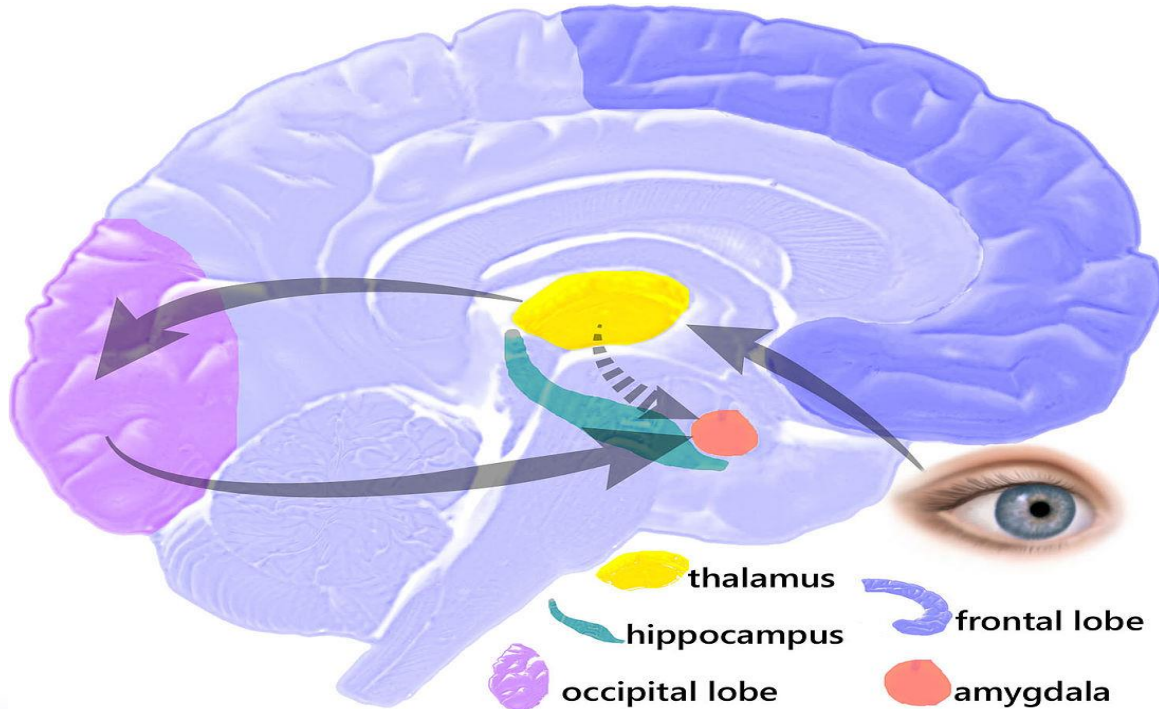


Changing of the point of view



Time-out

# THE AMYGDALOID PIRACY



# DEALING WITH EMOTIONS

YOU are overexcited



Awareness  
of  
emotional  
state



Focus on  
the goal

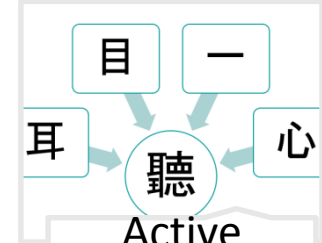


Empathy

OPPONENT is overexcited



Empathy



Active  
listening



Asking  
questions

# THE NEGOTIATORS' MOBILE GROUP



Vadym  
Rakhlis



Andrii  
Bigdan



Eliza  
Nikolova



Alexandr  
Larin



Oleksandr  
Imereli

- Political negotiations
- Negotiations with destructive persons (criminals, terrorists, suicide)
- Mediation and conciliation (commercial, consumer, family)
- Business negotiations
- Education and practical development of the specialty



**MANAGE**  
your stream

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



WORLD  
ON IV