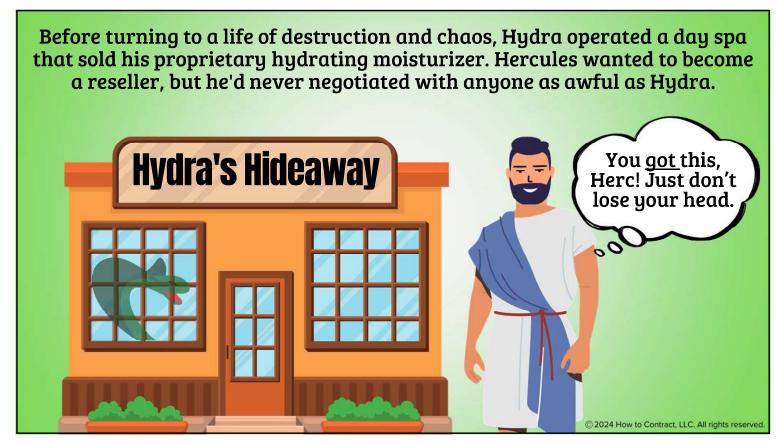


Negotiating with Difficult Counterparties





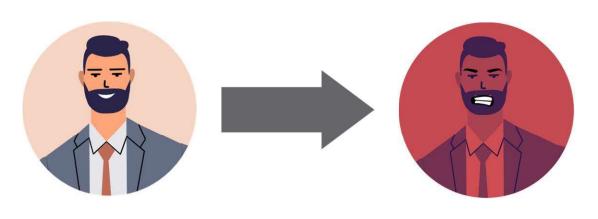
PART ONE

Our Mindset and Approach

3



Your frustration leads to negative emotions.



5

Those negative emotions interfere with your effectiveness.







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First appeared as part of the conference materials for the 19^{th} Annual Renewable Energy Law Institute session "Techniques for Negotiating With Difficult Counterparties"