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In Getting Past No, Ury presents a five-step strategy for negotiating with an uncooperative, intransigent opponent. There are usually reasons behind a person's uncooperative behavior. There are usually reasons behind a person's uncooperative behavior.

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Getting Past No has the same concise, pithy style as Getting to Yes, which makes the tactics sound a lot simpler than they prove to be when you try to put them into practice. But as an analysis of difficult negotiation and as a general roadmap to the land of "Don't get mad, don't get even, get what you want!", it really can't be beat.

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Getting Past No - The Five Steps of Breakthrough Negotiation. Rather than trying to teach the other side yourself, let the problem be their teacher. Reframe their tactics, too, by going around their stone walls, deflecting their attacks, and exposing their tricks. Don't reject: Reframe.

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