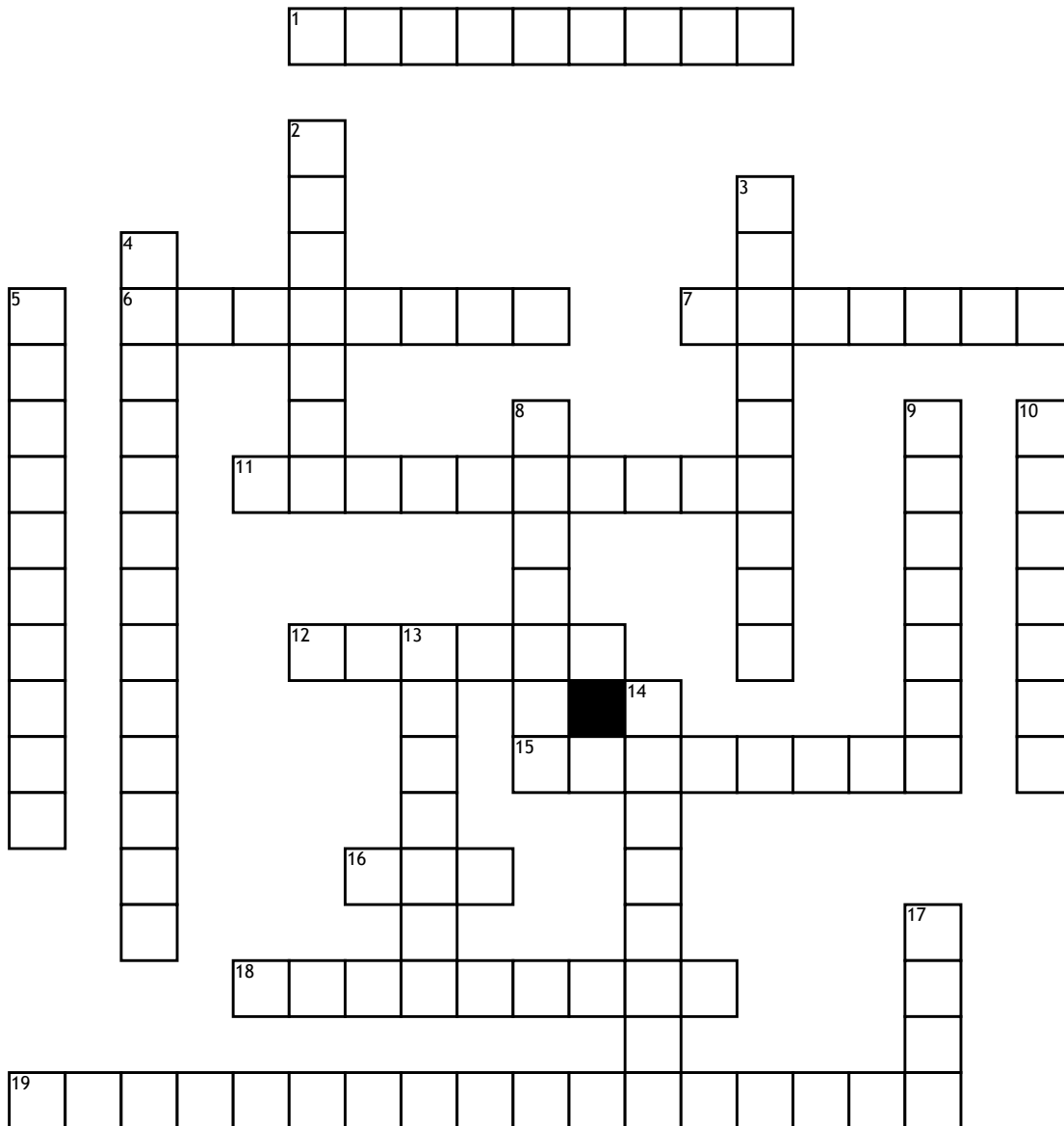


# Negotiations Terminology



## Across

1. This person monitors the communication between the primary and the subject.
6. Examples of minimal encouragers (2)
7. Implies identification with and understanding of another's emotions, situation, and feelings.
11. Manages the NOC.
12. Repeat the last few words that have been said.
15. Implies pity.

16. The negotiations coordinator relays information between the command post and the \_\_\_\_\_.

18. The role of this person is to record an accurate record of the negotiation.

19. What happened today?

## Down

2. This is what happens during an effective pause.
3. To periodically cover the primary points.
4. Example of emotional labeling.

5. Restate in your own words.

8. This is a heading on a situation board.

9. This negotiator communicates directly with the subject.

10. Another word for embarrassed.

13. Empathy builds \_\_\_\_\_.

14. When you...I feel...because...

17. Another word for sad.