



# Claim Settlement Equation Evaluator!



If a grade is below 3 your approach needs to be re-worked

## Overall:

- 0: Totally wrong concepts, try again
- 1: Does not interrupt, is not effective, gets poor results
- 2: Basic structure is there: will most likely be one sided
- 3: Good but lacks power in building your position
- 4: Professionally engages, builds case well, position needs to be strengthened, need to up your game
- 5: Excellent, professional, spot on, precise, powerful, respectful, structurally sound, results oriented

## Psychology:

Points

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- 0: My Opponents Group is Always Difficult and Has a Predetermined Outcome
- 1: Relationship Building is a Waste of Time, I will Never See Them Again
- 2: Perception was Considered and Partially Relied On
- 3: Focused On My and Their Body Language More Than Mindset
- 4: Considered Everyone's Mindset and How I can Use Conclusions to Promote Settlement
- 5: Prepared Mindset & Body Language, Controlled Preconceptions, Used Team Collaboration, Used 3 & 4

## Methodology:

Points

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- 0: Dominating the Conversation Has Always Worked for Me
- 1: Passive, Aggressive, Passive Aggressive, It's All Same I use a Combination of All Styles
- 2: Practiced Non-verbal Signals, and Compared Them to the Verbal Signals
- 3: Thought Through My Position Statement
- 4: Followed a Checklist So I Didn't Forget Anything
- 5: Plan Includes, Communications, Research, Documents, Position Statement, Team/Client Used 2,3,& 4

## Strategy:

Points

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- 0: Go with the flow, wing it
- 1: Look at Provided Documents in My Vehicle While Waiting for Opponent
- 2: Determine Negotiating Style to Use and Identify which Style My Opponent is Using on Me
- 3: Evaluate External and Internal Settlement Influencers
- 4: Determine Walk Away Point and Opening Offer Before the Settlement Meeting
- 5: Be Prepared, Observant, Watch for Signals When to Implement Determined Position Used 2,3, & 4

## Tactics:

Points

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- 0: Show Position Using Aggressive and Forceful Behavior
- 1: Was Agreeable and Likeable, Did Anything to Get the Settlement
- 2: Practiced Illusion of Control Techniques
- 3: Used Tactical Questions and Avoided Landmine Questions
- 4: Listened More Spoke Less
- 5: Mental Toughness, Readiness, Used Expert Negotiaton Tactics, Used 2,3, & 4

## General:

Points

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- 0: Running Late, But That was OK As I Had a Great Apology
- 1: I was Clearly In Charge of the Meeting
- 2: I was Partially Prepared However, My Inspection Skills Made up for Not Studying the Documents
- 3: Maintained Communication With opponent and Client, Before, During and After the Process
- 4: Opponent and I Shared Documents and Information
- 5: Remained Professional, Prepared, Unbiased, Responsive, Detailed, Fair, Used 3 & 4

Total Number of Points: \_\_\_\_\_ Divided by 5: \_\_\_\_\_ This Is Your Claim Settlement Score: \_\_\_\_\_