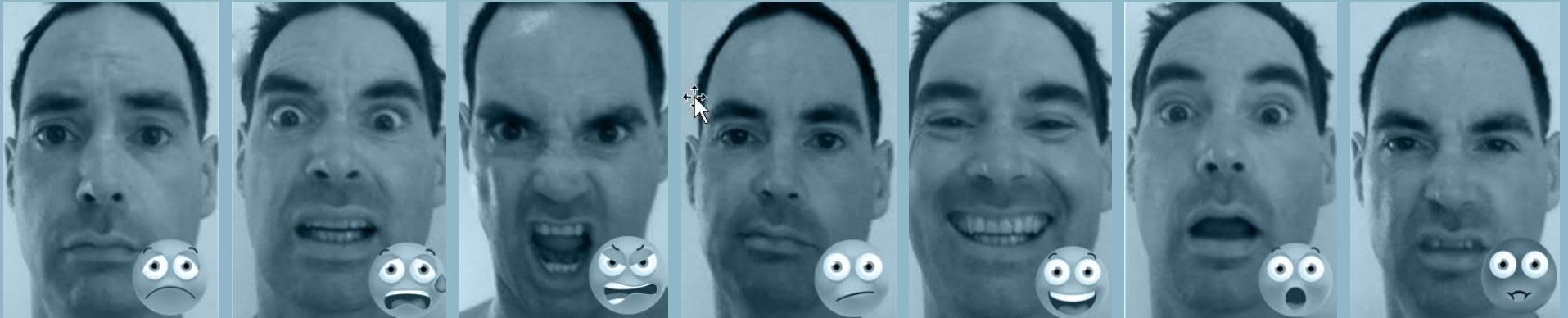
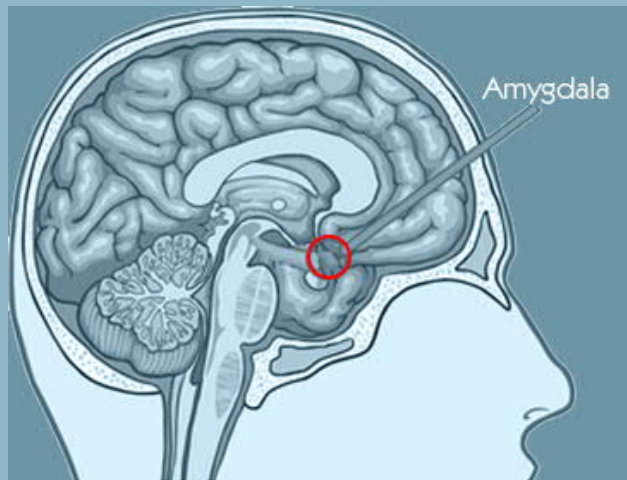


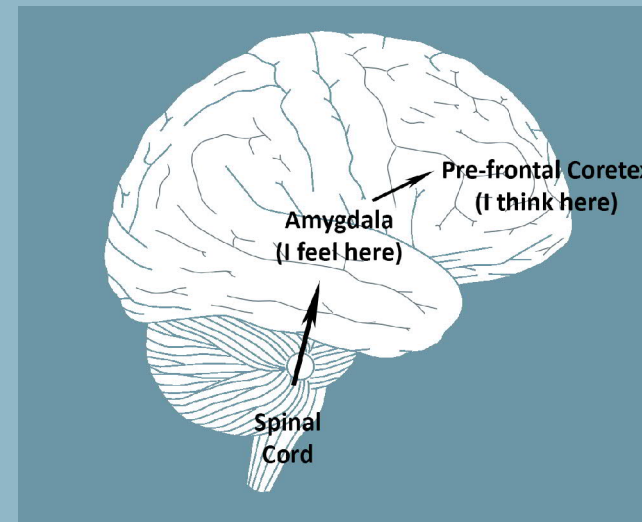
Emotions & Behaviors



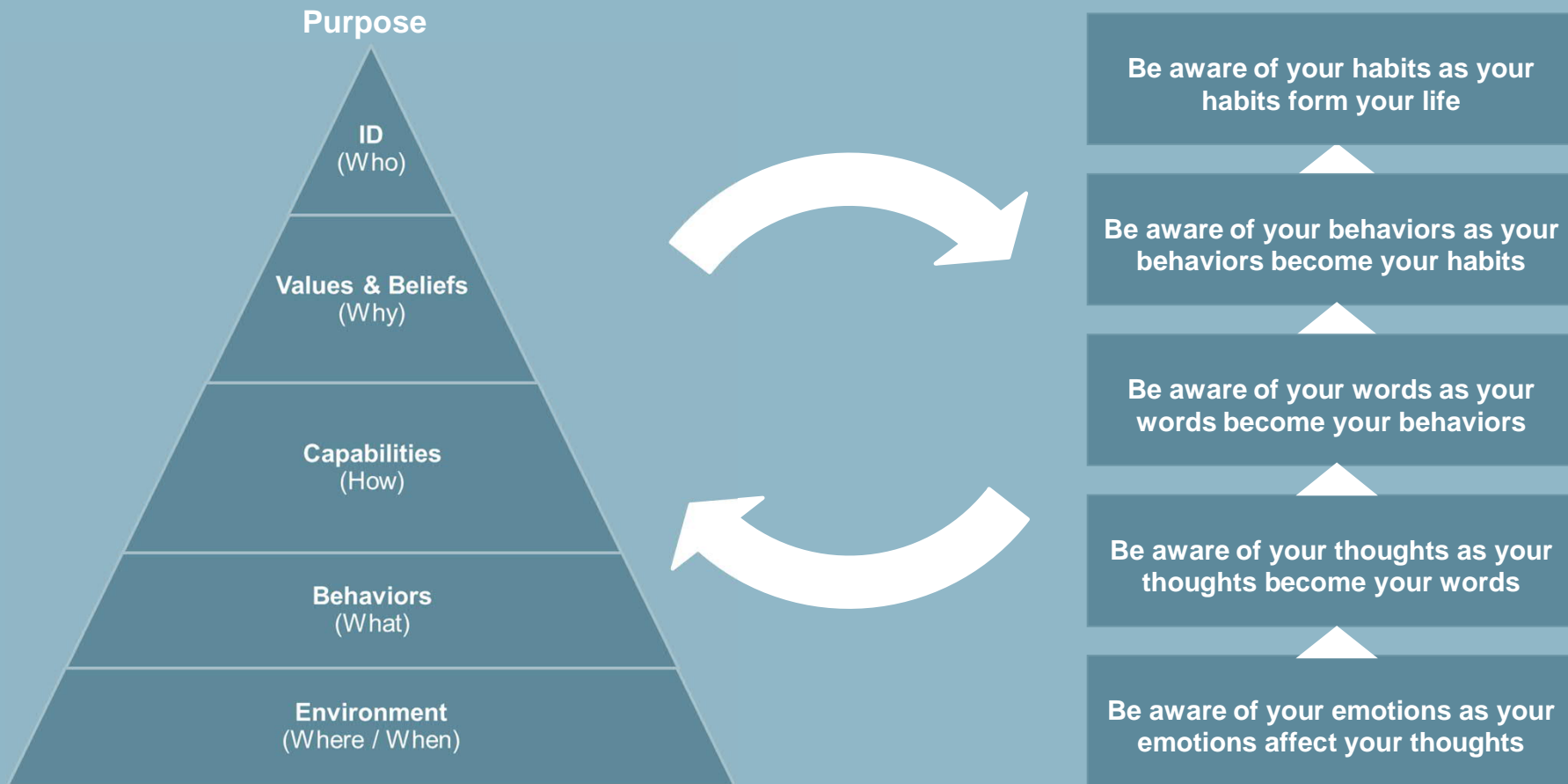
Emotions & Behaviors



Source: <http://brainmadesimple.com/amygdala.html>



Emotions & Behaviors



Example:
Strongest limiting belief: Bad at math

Question	Answer
When was the first time and situation you created this belief?	Primary school, black board, could not subtract
How did you feel about the situation?	I was very embarrassed
What was your behavior at that time?	I sat down and felt ashamed of making a mistake
Given all your experience today, what kind of different behavior would you recommend to yourself being in that first situation again?	I would ask questions to understand where my logic on subtraction was wrong.

Emotions & Behaviors

Alternative behavior: get math tuitions	What would happen ...	What would not happen ...
... if you make use of the alternative behavior?	If I did get additional math tuition I may truly understand what math is and how it works.	Math would not stay this mysterious thing.
... if you make not use of the alternative behavior?	Well math would have stayed that thing I just simply " Do not get "	If I did not take the additional math tuition I would not have become so good at maths that I was able to make it into my career.

Strongest limiting belief: “I believe I can’t ...”

Question	Answer
When was the first time and situation you created this belief?	
How did you feel about the situation? What did you see? What did you hear?	
What was your behavior at that time?	
Given all your experience today, what kind of different behavior would you recommend to your younger self being in that first situation again?	

Emotions & Behaviors

	What would happen ...	What would not happen ...
... if you make use of the alternative behavior?	?	?
... if you make not use of the alternative behavior?	?	?

How do feel about the alternative behavior now?

How do feel about your limiting belief now?

Parrot-like Phrasing Pays!

- A University of Nijmegen study found that waitress increased her tips by 70% simply by repeating the customer's order back to them, rather than saying „okay“ or „coming right up“
- Helps to build rapport and trust
- It indicates you really are listening to the other person
- It works because they hear coming their words from you they assume that you are thinking like them – ***that you are like them***
- And when people think you are like them, they instantly start to trust and build rapport with you
- Our human systems are built to develop rapport with people we think are like us
- It's a simple evolutionary truth



Modern Influence Model

2nd step only works if 1st step is established

Find out what the customer wants

- Develop rapport and intensify emotions
- Direct attention
- Clarify what is wanted

This is most
important

“When you listen, you can learn”

Demonstrate how you can fulfill this

- Present your solution
- Deal with blocks
- Delight the customer

This is trained the
most

“When you speak, you can not listen”

The obstacle you might need to overcome is your Ego. Leave it at the doorstep.

Clean Language



Late David Grove

Developing Questions

(And) What kind of **X** (is that **X**)?

(And) Is there anything else about (that) **X**?

(And) where is **X**? or (And) whereabouts is **X**?

(And) that **X** is like ... what?

(And) is there a relationship between **X** and **Y**?

(And) when **X** happens, what happens to **Y**?

Sequence & Source Questions

(And) then, what happens?

(And) what happens just before **X**?

(And) where could **X** come from?

Intention Questions

(And) what would **X** like to have happen?

(And) What needs to happen for **X**?

(And) can **X** (happen)?

Clean Language Examples

„I feel **frustrated**“

(And) What kind of **frustrated** (is that **frustrated**)?

(And) that **being frustrated** is like ... what?

(And) where could **being frustrated** come from?

Imagine a **person** walking with a **dog** in a **park**.

What kind of a **person** is that **person**?

What kind of a **dog** is that **dog**?

Is there anything else about that **dog**?

What kind of a **park** is that **park**?

Is there any relationship between the **person** and the **dog**?