

Labels™

A Verbal Observation and interpretation of your counterpart's emotions, motivations, driving forces, circumstances, and of the data they've given.

Structure

"Seems like"
"Sounds like"
"Looks like"
"Feels like"

Avoid

but – an erasing word
and
or } explains or steps
because } on the label

Presenting

Surface vs Deep Dive

Latent,
the why behind the
behavior

Neutral

It vs You

More
Engaging

Neuroscience

Positives

Labels reinforce "positives" — the things that work for you.

*"It sounds like making a
great long-term deal is
important to you"*

Negatives

Labels dissolve, reduce, and defuse "negatives" — the things that work against you

3 to 9 times the impact on thinking



Q2+1™

Labels · Mirrors · Dynamic Silence

Why these skills?

*These are the top preferred
skills of all 3 types*

Affect Shifts

"It looks like something just crossed your mind."

"It seems like you're uncomfortable with that."

"It feels like you're hesitant."

At an Impasse

*"It sounds like there is nothing I can say to change
your mind."*

Behaviors and statements you're uncertain of or dislike

*"It seems like you have a reason for...
(name the action)."*

Mirrors™

It is repeating back the last 1 to 3 important words (no more than 5) from anywhere in the conversation. It builds rapport by getting your counterpart engaged and involved and lets them know that you are listening and paying attention.

Voice Inflection

Upward = Inquisitive

↑ information gathering
↑ without questioning

Downward = Confirming

↓ indicates
↓ understanding

*Not mirroring
body languages or
feelings!*

Dynamic Silence™

Intentionally creating a void in the conversation.

This takes conscious effort and should be used after executing a skill.

Does it appear they are still processing?

Let it sit.

Does there appear to be negative emotions/dynamics at play?

Label the Negative Emotion

Q2+1 Practice

Start with 2 questions

"What are you passionate about?"

*"What about _____
makes you passionate?"*

Then

Use only **Labels**, or **Mirrors + Dynamic Silence**

No self-disclosures.

No questions.

No comments.