

IV. MASTER STRATEGY TWO: Mental Aikido

A. Disciplined Listening

1. Specific Behaviors

- a. Attending (look, listen, track)
 - o eye contact
 - o posture
 - o verbal and non-verbal cues

- b. Showing Empathy for Others' Feelings (acknowledge)
 - o the ability to listen for the other person's underlying feelings
 - o the ability to label the feeling, acknowledge it and respond, either with a request for more information, or by sharing a similar feeling or experience of your own

- c. Invite More Information
 - o encourages the other person to talk and elaborate
 - o helps you understand more of their thoughts and feelings
 - o "Describe..."
 - o "Could you elaborate..."

d. Summarizing and Paraphrasing Accurately

- helps to build trust and rapport
- helps check accuracy of understanding
- helps reduce defensiveness
- helps vent strong emotions
- avoid direct questions, arguments and expressing your own point of view
- ask for corrections

e. Asking Questions that Encourage Others to Talk

- reduce threat
 - build trust
 - open up dialogue
- “What?”
- “How?”

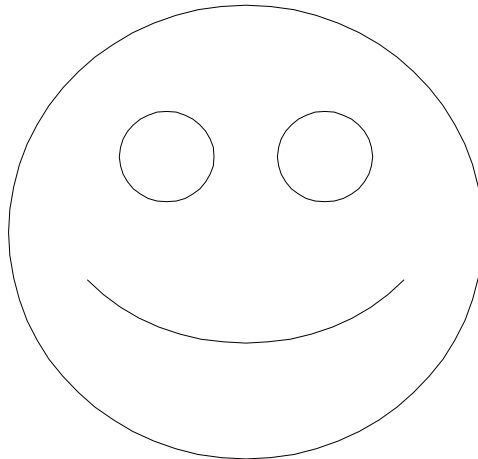
NOTES: _____

B. Contextual Acknowledgment

1. **Recognize Reality**
2. **Offer an Apology**
3. **Exude Confidence vs. Arrogance**

C. Agreement

1. **Establish Positive Predisposition**
2. **Agreement vs. Concession**
3. **Build Rapport**



VISUAL

picture
clear
focus
perspective
see
flash
bright
outlook
spectacle
glimpse
preview
shortsighted
discern
distinguish
illustrate
delineate
paint
cloud
clarify
graphic
dress up
show
reveal
expose
depict
screen

AUDITORY

tune
note
accent
ring
shout
growl
tone
sing
sound
hear
clear
say
scream
click
static
rattle
ask
chord
amplify
harmonize
key
muffle
voice
compose
alarm
screech

KINESTHETIC

touch
handle
throw
finger
shock
stir
strike
impress
move
hit
grope
impact
stroke
tap
rub
clash/crash
smash
sharpen
tangible
crawl
irritate
tickle
sore
grab
carry
flat

D. Personal Acknowledgment

1. Recognize Competence & Authority
2. Cultivate a Good Working Relationship

E. Self-Expression without Provocation

1. "I . . ."
2. "Yes . . . and . . ."
3. Assert Yourself
4. Positive Presupposition