Did You Really Hear Me?

Communicating with People Who Hold Different Opinions

Opinions Opinions Opinions

- Doesn't everybody have an opinion these days they want you to know about? Does your Monkey Mind come screaming in when those opinions don't match your own? Learn some practical ways to work with "opinions".
- Consider this...the only person your opinion probably matters to is You.
- Consider this...are you really listening and probing from what lies under the opinion, or simply reacting.



What are some Opinions You Encounter in Real Estate?

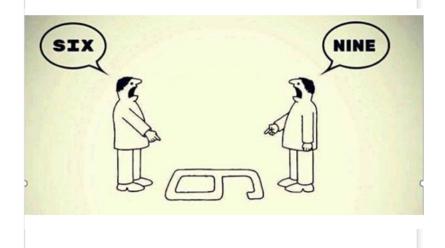
- You should have my home sold by now.
- You have done nothing to earn your commission.
- You charge too much.
- Your advertising is terrible.
- This offer should be higher and you are working for me.
- A price reduction will not do any good.
- The buyers are asking for too many repairs.
- The seller shouldn't have to pay that.

R-E-S-P-E-C-T (find out what it means to me)

There's value in having conversations with people you don't see eye to eye with. You might learn more about a topic. You might bolster your argument for why you disagree. You might learn something new about your conversation partner. And when we're respecting one another and acting like grown-ups, such conversations can be really interesting.

But perhaps too often, respect falls to the wayside and we channel our inner five-year-old-selves, rather than the cool, calm, rational adults we all can be.

Did You Really Hear Me?



"I think of how often, during my talks, someone raises a hand and says, "I disagree with what you just said." Eight times out of ten, they did not hear what I said. Normally, they don't have the humility to ask, in a non-accusatory way: "Did I hear you correctly in saying ...?" or "What do you mean when you say ...?" The assumption is seldom that they could have heard me wrong. The assumption is usually that I am wrong. Such a mentality never encourages dialogue or mutuality. Unfortunately, my response too often suffers because of the negative energy generated. I am then defensive or bite my tongue to control my own judgments or desire to attack back. The result is a half response, at best, because the environment is not safe and congenial.

" "Our assumption is usually: "I did understand you. I know your motivation. I know what you're trying to say, and I therefore have the need and right to attack you."

• Excerpt From: Richard Rohr. "The Wisdom Pattern." iBooks. https://books.apple.com/us/book/the-wisdom-pattern/id1510061415



Decide if you want to go there

If your client is bringing up politics, religion, prejudices, or gossip...do you really want to go there? Does debating or discussing those opinions add value to the business relationship?

They may be testing you to see if you are in their "tribe".

If you are trying to change someone's opinion, then the goal of that conversation is not to learn more about the other purpose, that's not a conversation, that's a lecture.

Shift conversations to a higher plane.

Questions Are a
Bridge to
Understanding
Someone Who
Holds Differing
Opinions

Did I hear you correctly?

What do you mean when you say?

What's important about?

Is there an alternative?

That's interesting...

Are you concerned that...?

I want to cancel my listing.

I think you should reduce your commission because it sold quickly.

I want you to have open houses every Sunday.

Can You Find the Ten Percent?

Can you let go of your own opinions and find the ten percent of the truth that may be in what the other person is saying?

Thread your conversation to that place of agreement.

"I have spent so much money getting this house ready to sell and now the buyers are taking advantage of me. I refuse to spend one more dime on repairs and they can just take their money and buy something else!"

Where can you thread onto this?

Opposition Makes People Feel Safe

Opposition gives the illusion of power and control, of not giving in. It's a primal response, a reactive way of dealing with what we don't think is fair, or what is perceived as an attack. But nine times out of ten there is no one attacking us.

When your clients (or you) choose opposition, it's because they want to feel safe and have some control over the situation. Underlying this is a lot of fear.

I Apologize



What is the ten percent that was true? (I was out of town and didn't make arrangements for someone else to take care of them).



How does that affect our ego and Monkey Mind to form and opinion?



How does it make you feel unsafe?



How can you set up a system so this does not happen again?

We Want to Be Understood

- There are so many situations in Real Estate where we want our clients to understand us, and they are seemingly have not listened.
- For instance:
- Client: "You were away this weekend so we called the listing agent to show us the house because we really wanted to see it. He offered to show us another house nearby so we went with him.

Give me your first reaction and opinion!



Maybe We Can Get Together...

This is actually a very powerful beer commercial. Two people with opposing opinions are brought together to build a piece of furniture. After the project is complete and they have had to get along to get it done, they are asked to describe themselves with 5 adjectives and name three things they have in common. They are then invited to stay and further discuss over a beer if they thought it worthwhile. https://youtu.be/etlqln7vT4w

Lessons for Real Estate Agents: Work on a project together. See them through the green lens. Find what you have in common. Keep open lines of communication



THEM

When do you refer to people as "they" or "them"?

When do you refer to people as a generalized group (which automatically denies their humanity).

Monkey Mind generalization!

It's the most comfortable to stay with people who hold the same values and opinions. Unfortunately this does not encourage dialogue and understanding with people who may not agree with us?

Are values and opinions the same?



But wait Donna!

Do I have to give up my standards of integrity to get along with someone I don't agree with? The answer is no, you USE your standards of integrity to be who you really are and that alone can help you with people who do not agree with you or you don't agree with them

Confidence and Humility

Self aware agents are confident but humble in relationship to their work. Confidence encourages us to take risks, while humility helps us to be skeptical of our own opinions, tastes, stories, and accomplishments.