

THE ART OF CREATING NEW REALITIES WITH LANGUAGE

Expectations Vs. Reality

It's not the reality of the world we live in, but rather people become disturbed when the world does not meet their expectations.

As agents, we project our expectations on our client's expecting them to live up to our "reality".

Our clients also have expectations and can become disturbed or disillusioned when their expectations of us do not live up to their reality.

Before attempting to change reality, notice that your reality and their reality may be colliding.

Am I willing to set aside the opinions, beliefs, and thoughts that may be getting in the way of seeing clearly?

How are you showing up for them?



Are your clients negative? (or is it you...)

Many people live their whole life in the negative and don't even know it.

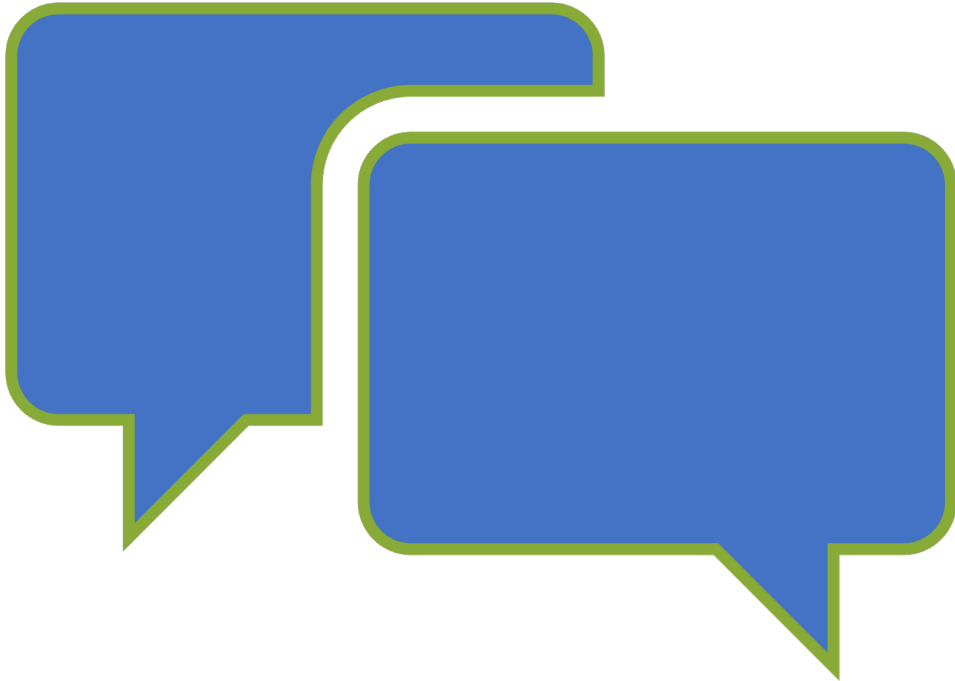
Negative can become default mode.

Be aware of whether you are having the reality that is negative or if it is the client

Some people are genuinely for you and some people are for you in terms of what they can get from you.

People motives will determine intent.

Some people feel like everyone is against them, or is that the way you feel at times?



There's always an alternative action available

Bring alternative choice to your clients with your language. One choice backs people into a corner and makes them defensive.

"I sense that you are feeling resentful because you feel you don't have any choices, is that true? If you knew there was an off ramp, a process where you could make the best decision for you and your family, would you want to work through that?"

Help People Switch from Cant's to Can's

"I can't do this thing you ask of me!"
(I can't reduce my price)



Oh, OK, that's not a problem,
what **can** you do right now?

Notice the "I Can't" statement stops all action. Lead people out of concrete, stagnant statements and into open abstract questions. Our role is not to teach people what they ARE capable of, or what their practical next steps should be, but to ask questions, to enable other people to think more critically for themselves.

"The buyers are ridiculous, and I can't give in"
Agent, " I know where you are coming from, what CAN WE DO to move forward that is within our control? There are options..."

REFRAME

People are never really limited in actual capabilities, but they are seriously limited in the beliefs they have about their capabilities. When you can influence people to understand what is possible and give them a GOOD reason to change it happens naturally.

Critical Thinking leads people forward into responsibility and decisive empowerment. Until people become responsible for the change they want to see in the world, what do they do? They complain...This is bad, that's bad, my agent's bad, the market is bad, the buyer is bad, and on and on.

It is through framing that we influence people's thinking. It underpins ALL HUMAN CHANGE.

"That is really bad, what must we do about it today?" Or what are you willing to do about it? Or what can we do that is within our control?

Sympathizing and Empathizing does not generally move things forward but is a starting point.

Words of Possibility

Can

Potential(ly)

Risk

If

Chance

Maybe

Allow

Suggest

Dream

Alternatively

See

Explore



Bring People UP to their higher standards

We hold ourselves to our Standards of Integrity first, and that shows our clients through our words and action who we really are.

We can't be inside the mind of our clients, but we can see them as heroes on a journey and acknowledge them for a quality that we see in them.

- "I understand your frustration and I see in you a patience that I wish other people had."
- "You show me that you are a loving daughter by making sure that your mother is not leaving anything on the table."
- "You are so ready to take a leap into the next phase of your life, one that you are creating right now."
- "I see what you want...a house that your family can be proud of and that's so important."
- "I know, that ultimately you are able to see the big picture and these repairs are just a nuisance."