

011: The Art of Listening and Maneuvering Difficult Conversations

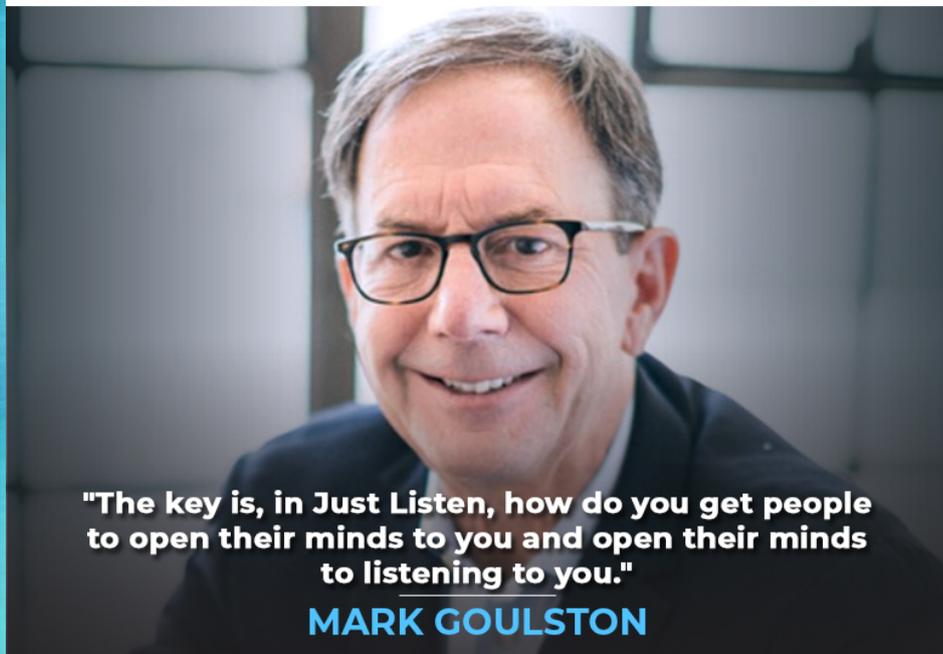
10 Point Checklist

Mark Goulston

Want to gain as much knowledge as possible out of Get Yourself Optimized? Read on below for a **10 point checklist** that gives the next, real steps you can take for introducing these insights and optimizing your life.

Get **YOURSELF OPTIMIZED**

HOSTED BY **STEPHAN SPENCER**



"The key is, in Just Listen, how do you get people to open their minds to you and open their minds to listening to you."

MARK GOULSTON

10 STEPS YOU CAN TAKE TODAY

**Want to take charge of your health, wellness, and success?
Here are 10 steps that can move you closer to your goals – today.**

- Don't get defensive – it'll disarm people and calm them down.
- Instead, invite them to hit you more, and get it all out at once.
- Redirect people's emotions by asking to say both things they want you to continue to do but also things they want you to stop.
- If you want to persuade a person, don't move from a place of them being unavailable emotionally and mindfully to a direct sell. Instead, work them through a persuasion cycle.
- Promote behaviors that decrease mirror neuron gap – like when you show unsolicited kindness.
- Discourage behaviors that increase mirror neuron gap – having to be right, having to get in the last word.
- Get people to open up about the thing that is really bothering them by changing body language and posture.
- Can't close with a client? Refer them to someone who can help them better.
- Recognize that frustration isn't a helpful emotion and try to delve into what is really disappointing you when you are feeling down.
- If it is helpful, exercise or take supplements to balance out your serotonin and dopamine.

To view the transcript, resource links and listen to the podcast, visit:

<https://www.getyourselfoptimized.com/the-art-of-listening-and-maneuvering-difficult-conversations-mark-goulston/>