

Connecting with Those in Emotional Crises

Monday, Nov. 26, 2007

Mannafest

Incentive

Pathway to Presidential

Dec. 3, 10, 17: All Monday calls dedicated to Review of last year, Goals for 2008

Content today is from an article in Network Marketing Times by Aurora Winter, a grief recovery counselor

1. Why me? Can't I just exit when a prospect/associate shows issues?
 - a. Everyone has issues, each one of us...
 - b. Our goal on earth is to impact others
 - c. Network marketing is all about people; so how do you motivate them without listening to them?
 - d. Building trust is about commitment; trust is #1 basis for relationships
 - e. Building balance is crucial or associates will burn out

2. Three step process for dealing with someone in an emotional crisis
 - a. Listen without fixing
Listening is a most critical skill we need to develop...it is core to our becoming effective networkers, but more importantly, effective people.
People typically only want to be heard...there is no room for fixing, just feeling through it. People do not appreciate getting fixed. Rachel Naomi Remen, "Kitchen Table Wisdom".... "Our listening creates sanctuary for the homeless parts within the other person."
 - b. Acknowledge the situation
Go right at it...the death, the divorce, the whatever. Feel free to open up and discuss it versus ignoring it.
If coaching the person, even go further with allowing the full discussion. Show empathy, "how does that make you feel?" "Can you see a way to put this behind you?" "Is there a way I can support you?"
 - c. Give hope
We all need hope, but people in despair really need it! And you have

the ability to give it. Despair robs us of energy and spirit. Hope gives up the light at the end of the tunnel. Ways to overcome:

- 1) God is my source of all hope...Romans 8:28
- 2) Knowing you are not the only one
- 3) Other stories of despair where people triumphed
- 4) Physical contact by hugging, holding hands as you relay other stories of despair.

And “just love on people.”

3. Seven most common mistakes:

- 1) Do not go into problem-solving mode.

Example: when we work with people getting divorced, or with a death, saying “you are young, so you will find someone else.” This is the worst. This does not fix a broken heart.

- 2) Don't assume

“I know how you feel.”

Assuming that you know how the other person feels tends to totally shut down the authentic communication. On the other hand by saying “I can't imagine how you feel,” this will evoke open communication in exactly how the person feels.

- 3) Don't compare

If someone tells you they have ovarian cancer, don't say “I just worked with someone last week with the same health issue.” The only exception to this might be your own personal experience. Then only bring it up after you've done some listening, and immediately go back into listening mode. New compliance rules on sharing help us here!

- 4) Don't minimize

Never trivialize someone's feelings or situation. Don't say “It just takes time.” People have waited for years with this thought in mind waiting to recover. People need support; suggesting they get help is a much better approach. It can accelerate their trip from loss to wholeness.

- 5) Don't maximize

Don't increase the size of the problem by bringing up additional issues that could come up. Or bring up additional responsibilities that are going to arise.

- 6) Don't be Inauthentic

Avoid saying “I am sorry” unless you are apologetic. Often this is an automatic response instead of true authentic communication, and as

such it shuts down the person's authentic communication. This shuts down communication. By communicating authentically, this opens up safe space for the person to open up. Be real. "I don't know what to say." Then listen, and show compassion.

7) Don't Interrogate

It is fine to ask simple direct questions about facts, but avoid asking direct questions about feelings. Encourage the other person to share and follow their leads. Listen without an agenda.

This is how to respond effectively, avoid miscommunications, and make lifelong friends.

THAT'S OUR BUSINESS!