



Stress is the consequence of resistance.

~Gary Zukav~

What is resistance?

Behaviors

1. Complaining
- 2.
- 3.
4. Procrastination
- 5.
- 6.
- 7.
8. Excuses
- 9.

Mental and Emotional

- 1.
2. Frustration
- 3.
4. Guilt
- 5.
- 6.
- 7.

Results of resistance

1. Stress
- 2.
- 3.
- 4.

Identifying the habits of resistance

Check off areas where you find yourself or others resisting.

- Complaining about the weather
- Not enough time | "I'm so busy..."
- Obsession about aging
- Preoccupation about health problems
- Focus on what others did wrong
- Family issues
- Money worries
- Know it all | Not open to ideas
- Objections to the sale
- Finger pointing
- Hiding information
- Manipulation (Pouting, silent treatment, having others speak for you.)
- Angry outbursts
- Excuses
- Other

Four big illusions

1. The _____ is causing the stress.
2. You can _____ if they would just _____.
3. If you _____ or _____ it might go away.
4. If I _____ I can eventually change it.

Notes

Tools

The Energy Scale

The Fulcrum Point of Change

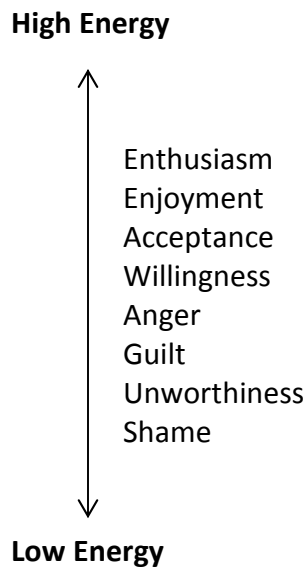
The Four Energy Patterns

Listening Skills

Magic Phrases

The Energy Scale

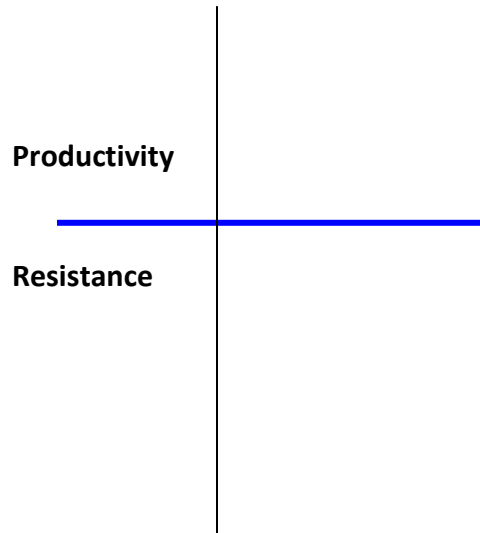
Think of the energy scale as a continuum with the negative energies at the bottom and the higher energy of enjoyment, well being, and compassion at the top. Any sales person understands the importance of feeling confident when pursuing a new client. Any one who is married understands the different outcomes of communicating from a higher “vibrational” energy of compassion versus the lower levels of energy such as resentment. We are all most productive when operating at the higher energy states.



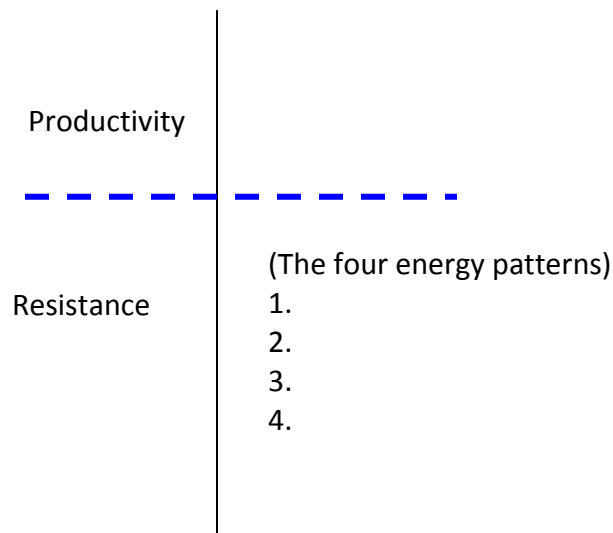
The Fulcrum Point of Change

As you can see, there's just a tiny line that separates resistance from productivity. The line of resistance has to be broken before you can facilitate change.

There is an "energy state" where change happens and unless you reach this energetic level you cannot facilitate change in yourself or in your client or in your employee.



The four energy patterns and the Fulcrum Point of Change



Listening Skills

1. I would have been on time but the phone kept ringing. _____.
2. No one in my family ever calls me unless they want something. _____.
3. You would feel the same way if you were me. _____.
4. He's such an idiot; I can't believe he got the promotion. _____.
5. I already know what he will say, so there's no use asking. _____.
6. Well, I'm sorry it hurts your feelings, but it's the truth. _____.
7. It's just your perception. You are too sensitive. _____.
8. I feel like such a loser. _____.
9. I would love to come to your party but my spouse would throw a fit. _____.

The key to recognizing resistance.

Technique #1 The Magic Words

Examples

I shouldn't have to document my overtime. (Resentment)

I would love to make a sale to X but I already know what he will say. (Justification)

I would love to make a sale to X but I already know what he will say.

Mistakes to Avoid

- Giving advice before they ask for it
- Telling someone they are doing it wrong
- Trying to prove your point
- Using manipulation or silent treatment
- Giving them solutions when they just want to be right.

Technique #2 Listen/Acknowledge

This is what you can do to eliminate the complaining. This technique comes in handy when a complainer disrupts your productivity.

Example

It's so not fair. I can't believe I have to work overtime again. (Resentment)

[That must feel awful.](#)

Yes. It does.

[Sounds like you are angry.](#)

Yes, I'm furious.

[I hate that for you. \(I don't blame you\) or \(I might feel the same if it was me.\)](#)

Technique #3 Ask the "Choice" question.

This technique comes in handy when you are coaching someone or you are in a position above them, or they are coming to you for advice.

Example

It's so not fair. I can't believe I have to work overtime again. (Resentment)

[That must feel awful.](#)

Yes. It does.

[Sounds like you are angry.](#)

Yes, I'm furious.

[What are your choices?](#)

I have no choices.

[Wow.](#)

With the "Choice Question" you will probably still get resistance but you can now use the "What if" or the "Are you willing to..." addition if the person is ready to be coached.

Remember: To get someone to become responsible they have to be willing to see their choices. Responsibility is the recognition of choice.

=====

Technique #4 Breathe ---Tell me More

Use this technique to release your own resistance when you must confront a difficult situation, or have an authentic conversation where you expect there to be an angry outburst, or some form of manipulation. This can be used with an angry customer, a confrontational family member, or any other delicate situation that calls for increased self-control.

Example:

"You always do this to me...it is not fair."

(Breathe) What? Tell me more...I'm not sure what you mean...

=====

Notes

Practice Makes Perfect!

Since this teleseminar was positioned as training, I want to give you the training opportunity. If you elect to do the exercises, this will make our time together next week rich and rewarding. Choose an exercise you want to do, or do all of them. Use this week to e-mail me a question or seek guidance. I will do my best to give you some additional e-mail coaching so you can really benefit.

Exercise #1

Use the magic words this week with someone.

“Are you willing to...” or “Would you be willing to...”

You can as easily use this with your kids and spouse as you can with your staff. You don't have to wait for resistance (from someone else) to surface before using it. Say for example you want your spouse to pick up the dry cleaning but **you** feel resistant to asking. Use the statement and see how you feel and jot down the results.

Exercise #2

Use the “What if” phrase to elevate yourself or someone else on the emotional scale.

Example: A co-worker says, “I dread presenting this proposal.”

Your response is, “What if it turns out to be the biggest success you've had?”

Jot down your own responses to their resistance and your need to change things.

Exercise #3

The following exercise can be done with pencil and paper. On the right side, where there is a blank, write down which of the four energy patterns are being represented, and then write a response using the “Are you willing” or “What if” method.

Example:

I'm struggling with anxiety and that's why I am underperforming. ([Justification](#))

“Are you willing to seek help or get coaching?”

Or...

“What if you could find some help in dealing with your anxiety?”

Exercise #3

Now It's Your Turn!

Imagine each statement is something someone says to you and you are going to identify the pattern, then use a magic phrase to release resistance.

I would but it is expensive. _____.

Yes, but I don't think I have the time. _____.

I would love to get promoted but I don't have the education. _____.

I would but my spouse would just croak. _____.

I can guarantee he won't agree to the proposal. _____.

I've already tried once and failed, so it's not worth the effort. _____.

Exercise #4

Use this self-test and see where you might be releasing resistance.

Self-application

1. What is going on now in your life that is an area of resistance?
2. Who (if anyone else) is involved in this with you?
3. What needs to change for things to be good again?
4. If you were bold what would you do?
5. What do you fear?
6. Where would you be if this issue was not present in your life?
6. What are you willing to do to change it?
7. What are you committed to?

E-mail your questions throughout the week and your questions will either be answered via e-mail or on the next session. The e-mail is info@stopyourdrama.com