< Back to overview

Chasing Positivity® > The Charismatic Advisor® in Conversation

LEARN | Lead with genuine interest

5 minutes

Empathic advisors are superb at building deep personal connections with prospects, clients and team members. Their ability to ask others just the right questions differentiates them from competitors. As a result they are always communicating empathically.

Asking just the right questions comes down to approach.

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Questions for the sake of asking questions

This approach can backfire when you're attempting to communicate empathically. The other person is likely to perceive you as lacking a sincere desire to get to know him/her better. Consequently, it may become difficult to generate positive emotions and a motivating environment required to inspire action.

or

Questions based on genuine interest

This is the preferred method. It entails asking questions intended to help you know your subject better. When you ask questions out of sincerity, the prospect, client or team member will likely perceive you as a wonderful listener and someone who truly cares about them.

Select each area to understand the difference between asking questions out of curiosity versus genuine interest.

Instead of:
"When do you want to retire?"

Instead of:
"How's the new job?"

Instead of:
"Is your estate plan up to date?"

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Bottom Line

Communicating empathically comes down to authenticity. Intentionally asking questions out of genuine interest when getting to know someone will help you master this dynamic.

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What's next?

If you're interested in digging deeper into this topic, you can go to the next resource. If not, we recommend continuing to the next subtopic.

Getting started

LISTEN | An approach to learning the ***3 Dynamics***	6 minutes	→
WATCH | Why the ***3 Dynamics*** matter	5 minutes	→
LEARN | A road map to master the ***3 Dynamics***	5 minutes	→
LEARN | Prepare for success	3 minutes	→

Communicating empathically

LISTEN | Practice leaving yourself behind	8 minutes	→
LEARN | Lead with genuine interest	5 minutes	→
LEARN | Three strategies to understand purpose	5 minutes	→
PLAN | Become more empathic	15 minutes	→

Collaborating consciously

LISTEN | Put away the black robe	5 minutes	→

LISTEN | Beware of painting with a broad brush — 5 minutes

LISTEN | Don't take the bait — 5 minutes

WATCH | Why intentionality matters — 6 minutes

LEARN | Engage clients based on their coping style — 5 minutes

PLAN | Become a better collaborator — 15 minutes

Inspiring action

LISTEN | A proven approach to increase engagement — 10 minutes

LISTEN | Align by deploying the joining technique — 11 minutes

LEARN | Words and phrases to inspire action — 5 minutes

PLAN | Inspire action in others — 15 minutes

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