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Chasing Positivity® > The Charismatic Advisor® in Conversation

WATCH | See the World Through Clients' Eyes

1 minutes



ADVISOR INSTITUTE

See the World Through Clients' Eyes

Chasing Positivity® | Communicating Empathically



When your clients speak, what are you hearing?

Communicating Empathically, one of the 3 Dynamics of Chasing Positivity, means seeking to understand another person's perspective without being distracted by your own agenda.

These 3 steps can help you get there.

Number 1, leave yourself behind. Focus on what the other person is saying, rather than your inner thoughts.

Number 2, ask questions with genuine interest. Go deeper to gain insights about their underlying thoughts.

And number 3, validate what they are saying. Even if you don't agree, acknowledge their perspective.

To learn more about how communicating empathically can help you improve your conversations and inspire clients to act, visit eatonvance.com/chasingpositivity.


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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









	WATCH 3 Dynamics to Overcome Client Inertia	NEW	1 minutes	→
	LISTEN An approach to learning the 3 Dynamics		6 minutes	→
	LEARN A road map to master the 3 Dynamics		5 minutes	→
	LEARN Prepare for success		3 minutes	→




Communicating empathically









	WATCH See the World Through Clients' Eyes	NEW	1 minutes	→
	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








	WATCH Engage Clients in the Decision-Making Process	NEW	1 minutes	→
	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	→
	LEARN Engage clients based on their coping style		5 minutes	→
	PLAN Become a better collaborator		15 minutes	→



Inspiring action



	WATCH Motivate Clients to Move Forward	NEW	1 minutes	→
	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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