

Strategies to Sell Smarter,  
Lead Better, and Live  
with Purpose

# **SHUT UP AND WIN**

JED ETTERS

## **WORDS THAT IDENTIFY FEELINGS**

A companion tool from the book

**SHUT UP AND WIN by Jed Etters**

Learn more at [ShutUpAndWin.com](http://ShutUpAndWin.com)

# Words to listen for in conversations to identify how the other person is feeling.

Here's a simplified breakdown of common words associated with different emotions that are frequently used in everyday conversations:

## 1. Positive Emotions:

- *Excited*: Happy, pumped, thrilled, glad
- *Happy*: Joyful, cheerful, content, pleased
- *Thrilled*: Really happy, excited, overjoyed
- *Great*: Awesome, fantastic, amazing, superb
- *Wonderful*: Amazing, fantastic, awesome, great

## 2. Neutral Emotions:

- *Okay*: Fine, alright, good, acceptable
- *Fine*: Okay, good, alright, satisfactory
- *Alright*: Okay, fine, good, satisfactory
- *So-so*: Okay, average, not bad, neutral
- *Normal*: Typical, regular, usual, average

## 3. Negative Emotions:

- *Upset*: Sad, bothered, troubled, unhappy
- *Frustrated*: Annoyed, irritated, upset, bothered
- *Annoyed*: Irritated, bothered, upset, frustrated
- *Angry*: Mad, upset, furious, enraged
- *Disappointed*: Let down, sad, unhappy, upset
- *Stressed*: Anxious, worried, tense, pressured
- *Concerned*: Worried, troubled, anxious, bothered

## 4. Anxious or Uncertain:

- *Worried*: Anxious, concerned, nervous, uneasy
- *Nervous*: Anxious, worried, uneasy, scared
- *Unsure*: Unsure, doubtful, uncertain, hesitant
- *Anxious*: Worried, nervous, concerned, uneasy
- *Confused*: Mixed up, puzzled, unsure, baffled
- *Doubtful*: Unsure, hesitant, skeptical, uncertain

## 5. Enthusiasm or Interest:

- *Curious*: Interested, curious, eager to know
- *Interested*: Curious, intrigued, eager, fascinated
- *Eager*: Excited, enthusiastic, keen, eager
- *Intrigued*: Interested, curious, fascinated
- *Keen*: Excited, interested, eager, enthusiastic
- *Enthusiastic*: Excited, eager, passionate, thrilled

These simple words can help express or identify emotions in everyday conversations.