

	<b>Feeling Misunderstood</b>	<b>Speaking Style</b>	<b>Body Language</b>	<b>Blind Spots</b> Info visible to others, but not to ourselves, which we may unintentionally convey to others.	<b>Distorted Filters</b> Our unconscious assumptions that alter how we interpret info sent from others.
<b>8</b>	“I try hard to contain myself, so I feel distraught when I hear, yet again, that I overwhelm others.”	Bold, authoritative, big picture, strategic; statements that set the agenda; impatient with detail; raise their voice until they get the response they want; may display anger directly; use profanity & body-based humor; may say very little; blame others if they feel blamed	Strong physical presence even when silent; modulate voice tone for maximum impact; give intense non-verbal cues	8s are unaware when: <ul style="list-style-type: none"> <li>• others are intimidated by them</li> <li>• the level of their energy even when they are holding back</li> <li>• others not able to grasp the big-picture</li> <li>• their own vulnerability may be unknowingly showing</li> </ul>	Assuming others are weak and in need of their protection; assuming truths based on their own criteria; need to show strength & be in control; assuming others are blaming them
<b>9</b>	“I get confused and then quietly angry when others do not consider my polite requests and suggestions.”	Detailed, sequential info; fair; present all sides & never exclude anyone; may say <i>yes</i> when they mean <i>no</i> ; use agreeable words <i>yes</i> and <i>uh-huh</i>	Relaxed, smiling; few displays of emotions especially negative feelings; face is animated but not body	9s are unaware when: <ul style="list-style-type: none"> <li>• others lose interest in long explanations</li> <li>• they lose influence and credibility when presenting everyone else’s opinions</li> <li>• they not communicating their true needs to others</li> </ul>	Assuming others are making demands of them to do or change something; assuming others are ignoring them; assuming others’ viewpoints are opposed to theirs; assuming others’ anger is always about them
<b>1</b>	“I feel hurt and angry when I am told that I criticize others, because I work so hard to control my responses.”	Precise, direct, quick; share task-related thoughts; use words <i>should, right, wrong, I don’t know</i>	Erect, taut muscles, eyes focused; clothing pressed	1s are unaware of: <ul style="list-style-type: none"> <li>• being critical, impatient, angry, and tenacious regarding own opinions</li> </ul>	Assuming feedback from others is criticism; preoccupation with their own opinions; judging others as behaving correctly and responsibly or not
<b>2</b>	“I feel unappreciated and indignant when I hear that someone does not perceive me as the kind and generous person I believe myself to be.”	Give compliments; ask questions of others; few references to self; soft voice; angry or complaining when they dislike what others are saying	Smiling, comfortable; relaxed facial muscles; open, graceful body movements; furrowed brow and tense face when they are agitated	2s are unaware of: <ul style="list-style-type: none"> <li>• potential self-centered intentions underlying their generosity, helpfulness &amp; attention-giving;</li> <li>• disengaging swiftly when they are not interested in the other person</li> </ul>	Assuming whether the other person likes them; assuming whether they like the other person and whether they want to help the other person; judging how much influence the other person has; judging if they feel the other person plans to harm someone they want to protect

Centers:

8,9,1 – Body Center

2,3,4 – Heart Center

5,6,7 – Head Center

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<b>3</b>	“I am upset and perplexed when someone tells me that I come across as cold, abrupt, or insincere.”	Clear, efficient, logical; quick on their feet; avoid topics in which they have limited info; use concrete examples; impatient with lengthy conversations	Breathe deeply; look put together, shoulders high, confident; actions may appear rehearsed; they look around to check others’ reactions; they let others know when their time is up	3s are unaware of: <ul style="list-style-type: none"> <li>• impatience when others are perceived as not capable;</li> <li>• avoiding discussing their own failings</li> <li>• being driven, abrupt, rushed, dismissive of others</li> <li>• appearing insincere</li> </ul>	Assuming info from others will make them look good and help with their goals of achievement; judging the confidence and competence of the other person
<b>4</b>	“I feel hurt and angry when my behavior is misinterpreted or when I am told that I am overly sensitive.”	Use words <i>I, me, mine, my</i> ; deliberate choice of words; talks about self & tells personal stories; asks personal questions of others; “trouble talk” about distressful situations	Intense, urgent, inward; want other person’s undivided attention; eyes moist or sad	4s are unaware of: <ul style="list-style-type: none"> <li>• pulling conversation back to themselves</li> <li>• need finality &amp; emotional closure of every conversation</li> <li>• appearing dramatic</li> </ul>	Assuming others don’t share their concerns and thus feeling rejected by others; not wanting to appear defective; assuming everything is a comparison
<b>5</b>	“I am taken aback when someone says that I am aloof and act superior, and I can’t understand how anyone could perceive me that way.”	Terse, to the point, or lengthy discourse; share thoughts not feelings or personal info; highly selective word choice	Self-contained; self-controlled; objective; unanimated	5s are unaware of: <ul style="list-style-type: none"> <li>• lack of warmth, aloofness, condescension</li> <li>• saying too much and losing listeners</li> <li>• saying too little and not being understood</li> </ul>	Assuming others have expectations of them and thus they feel inadequate; judging others as being physically too close
<b>6</b>	“I react very strongly when people tell me I am pessimistic; after all, I keep most of my negativity to myself and try to be constructive.”	Starts with analytical comments; alternates between hesitation and bold, confident speech; discusses worries and what-ifs	Eyes bold and direct, or darting and scanning for danger; warm, engaging, empathetic; face shows worry; quick non-verbal reaction to perceived threats	6s are unaware that: <ul style="list-style-type: none"> <li>• what-ifs are perceived by others as pessimism, can’t-do, and lack of competence</li> <li>• their masked, hidden worry and self-doubt are always apparent</li> </ul>	Judging others’ use of authority is proper or improper; projecting their own thoughts and feelings onto others; underlying issues of trust of others
<b>7</b>	“I get distress when I discover I am not taken seriously at work, because I have more ideas and know more about most topics than other people do.”	Quick shift from topic to topic; spontaneous; words used in a flurry; engaging stories; charming; share nothing negative about themselves; reframe negatives to positives; critical of others when feeling criticized	Smiling, bright-eyed; sharp tone when angry; very animated; hand gestures & pacing; easily distracted	7s are unaware that: <ul style="list-style-type: none"> <li>• others may not be taking them seriously because of their behavior</li> <li>• impulsivity is distracting to others</li> <li>• they may not have absorbed as much info as they think they have</li> </ul>	Assuming others are demeaning their competence, setting limits on them, or want a long term commitment from them; assuming they know what other person is going to say and thus they stop listening