

Trust | Emotionally Responsive

You are innately perceptive to the emotions of others. You can sense what other people are feeling whether it is joy, pain, or sorrow, and you react. The genuineness of your response draws people to you and encourages them to open up and talk to you. You don't just notice how others are feeling, you also understand and share their emotions. You celebrate when someone is happy and you commiserate when they are sad.

This special gift allows you to build trust with people quickly. It is human nature for us to trust those whom we feel understand what we are going through. You instinctively know when a client is upset and you wisely set aside your presentation and let him or her talk. You also see how their frustrations just might be solved by what you have to offer. You know when to move forward and when to retreat based on all the hidden Emotionally Responsive signals you perceive.

Collaboration Alert: As powerful as the trust you develop is, people rarely buy just because they trust you. In many situations customers need a slight nudge to move forward. To make the most of your Emotionally Responsiveness, you must also find a way to move the customer forward. Your responsiveness will build trust, but you must also be willing to ask for commitments from your customer.

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The Science of Performance