



# Transforming Your Challenging Conversations

**UNDERSTANDING & TRANSFORMING: MIND READS WEBINAR #4**

**PRESENTED BY**

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**SAVI® - SYSTEM FOR ANALYZING VERBAL INTERACTION**

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## Mind Reading Spotting Awareness Exercise

Is it a Mind Read? Not a Mind Read? A different behavior?

#	Sentence	Behavior
1	Clearly, you're not satisfied with your job situation right now.	
2	I can tell that you're really good at math.	
3	I could tell from your expression that you were offended by those comments.	
4	You don't know what you're talking about!	
5	Are you angry with me?	
6	You're obviously exhausted.	
7	I'm sure he didn't mean to hurt you.	
8	I know you're trying to be helpful, and you want what's best for me.	
9	Wendy is better at technical work than she is at managing projects.	
10	You're going to be furious when you see what they did to the yard.	

## Mind-Read Strategy Practice: Trading Mind-Reads for Reality

Goal: This exercise explores the impact of Mind Reads, helps you decide if you want to check your Mind Read against reality and gives you a strategy to test if it is correct or not.

In the box below, list several Mind-reads you have of other individuals in your personal and/or professional life.

### Step One

Person B, ask Person A the following questions:

- What is your Mind-Read?
- What is the impact of having that mind-read and not checking it out?
- Does it affect your emotional state?
- Does it affect your self-perception?
- Does it affect your perception of the other person?
- Next, is it affecting your relationship with this person?
- Does your mind-read have any effect on potential opportunities in your life or work? Are you making different choices as a result?

The next two questions ask you to consider what it would be like to learn the truth about your Mind Read.

- What would that be like if your mind-read was confirmed, and it was true?
- How might that knowledge change what you think, or change your interactions with this person?
- If your untested mind-read had a negative emotional effect on you—making you anxious or upset in some way—would having it confirmed make you feel better or worse?
- Then, imagine finding out that your mind-read is false.
- If you learned for certain that the person is not thinking or feeling what you've assumed,
- they were thinking or feeling. How might this affect your thinking, your emotions, or your relationships?
- Would you make different choices as a result?
- Now that you've realized the impact of your mind-read, do you want to check it out directly with this person?
- If so, when could you do that?

### Step Two

Coming up with the words to test your mind-read:

- What exactly would you say? Remember to state your mind-read as your thought, not a fact.
- Then, ask a yes-or-no question.

## Mind Read Examples

- **What they think and feel about me, or about themselves.**

*He thinks I don't deserve this job.*

*She resents me.*

*He thinks he's the best salesman at the company.*

- **What they think and feel about other people.**

*She doesn't like spending time with my kids.*

*She thinks they're spoiled.*

*He's angry with his brother.*

- **What their motives are.**

*She's trying to turn the boss against me.*

*He wants to avoid making a decision as long as possible.*

- **What their attitude is toward life, work, or relationships.**

*She prefers being surrounded by people who agree with her.*

*He thinks if only he made more money, he'd be happy.*

## Webinar Series Developers

Anita Simon, Amy Yeager, Cunera Van Hal, and Ben Benjamin developed this webinar series. Anita Simon is the co-creator of SAVI along with Yvonne Agazarian. Ben and Amy are certified SAVI trainers in the United States and worked together for 10 years. Cunera is a certified SAVI Trainer and teaches SAVI in the Netherlands.

## Your presenters today are Ben Benjamin and Alida Zweidler-McKay

Ben Benjamin PhD has been teaching and training communications skills since 1982. He had his first SAVI experience in 1998. With his enthusiasm, he went on to help develop the SAVI Training Program and certification track with Anita Simon, Claudia Byram and Fran Carter. He became the first Certified SAVI Trainer in 2002. He co-authored *Conversation Transformations* with Anita Simon and Amy Yeager in 2012. Ben is now a Senior Certified SAVI Trainer. He has developed, implemented, and taught SAVI trainings across health care, corporate, educational, and non-profit organizational settings both nationally and internationally and uses SAVI in his executive coaching practice.

Alida Zweidler-McKay has worked as a consultant and coach for over 20 years, helping individuals and teams clarify goals, build skills, improve communications, and increase their capacity for productive partnerships. She is a Certified SAVI® Trainer, and also a Certified SAVI® Master Coder. She has a B.A. from Swarthmore College and has an M.B.A. from the Wharton School of the University of Pennsylvania.

## How to Continue Your Mind-Reading Learning

- Mind-read awareness quiz:  
[CTSAVI.com/MRquiz](https://CTSAVI.com/MRquiz)
- SAVI Coding Challenge:  
[CTSAVI.com/coding](https://CTSAVI.com/coding)
- Attend a live or online SAVI® training:  
[CTSAVI.com/open](https://CTSAVI.com/open)
- Strategy practice
- Conversation Transformation (Chapter 4)
- Online exercises:  
[CTSAVI.com/MRExercises](https://CTSAVI.com/MRExercises)