

# WORKSHEET: GETTING PAST A VEILED RESPONSE

YOU, YOUR TEAM MEMBERS, AND YOUR CUSTOMERS OFTEN SAY ONE THING BUT MEAN SOMETHING ELSE. THESE ARE VEILED RESPONSES AND THE DEEPER MESSAGE CAN ONLY BE UNCOVERED BY PROBING A BIT MORE. USE THIS TOOL TO EXPLORE WHAT IS BEING SAID, THE ACTUAL MEANING BEHIND THE WORDS, AND WHAT COULD BE SAID TO REMOVE THE VEIL.

WHO?	SAYS WHAT?	UNDERLYING MESSAGE?	WHAT YOU CAN SAY TO REMOVE THE VEIL?