

# Words That Change Minds

by Shelle Rose Charvet

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A printable to-do list of the most effective habits from this book. Check one off each day you do it.

MON TUE WED THU FRI SAT SUN

<sup>01</sup> **Listen for the motive**

In your next important conversation, mark whether the person talks more about gaining outcomes or avoiding problems. Match your next sentence to that direction.

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<sup>02</sup> **Rewrite one ask two ways**

Take a request you need to make and write a toward version and an away-from version. Use the one that fits the listener's own words.

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<sup>03</sup> **Identify options vs procedures**

Notice whether someone asks for choices or steps. Then present your recommendation as either a menu of possibilities or a clear sequence.

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<sup>04</sup> **Match the proof standard**

Before persuading, ask what would tell them this is working. Listen for internal judgment or external evidence, then bring that proof.

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<sup>05</sup> **Build a phrase bank**

Keep a small list of exact phrases people use in decisions. Reuse their verbs and criteria when you summarize, propose, or negotiate.