



# Opera

## Handle emotions with care.

### Label Emotions

When people get emotional,  
acknowledge it.

“It sounds like ...”

### Empathize

Don't rush to answer. Be in a  
rush to understand.

“That's understandable ... Tell  
me more.”

### Explore

“How might we find a way  
where ... (goal)”



# Opera

## When you see a child crying at school ...

### Label Emotions

"It sounds like you're sad. Is it because you miss your daddy?"

### Empathize

"That's understandable. I get sad when I miss my daddy. Tell me more."

### Explore

"When I get sad, I like to read my favorite book. How might we find something that comforts us when we're sad?"



# Opera

“I don’t understand what’s taking so long!”

## Label Emotions

“It sounds like you’re frustrated with how long it’s taking.”

## Empathize

“That’s understandable. We have a lot riding on this project. Tell me more.”

## Explore

“How might we find a way where we can accelerate the timeline and keep our research robust?”

# Opera

## Tips

### Tone

Keep your tone curious and open.

### Welcome all feelings.

Withhold judgement.

There's a reason people feel the way they do.

### Calm

People need to feel heard and be in the right frame of mind before they can hear your logical answers.

# Label Emotions

It seems like ...

... means a lot to you.  
you're disappointed ....  
you value ....

It sounds like ...

... makes it easier.  
you're excited to ...  
you're not a fan of ...

It looks like ...

you want stability with your ...  
you're surprised that ...

I hear ...

passion in your voice ...  
concern underlining your question ...  
frustration with the new proposal ...

# Emotions

Happy

Excited

Sad

Surprised

Disgusted

Relieved

Reluctant

Hesitant

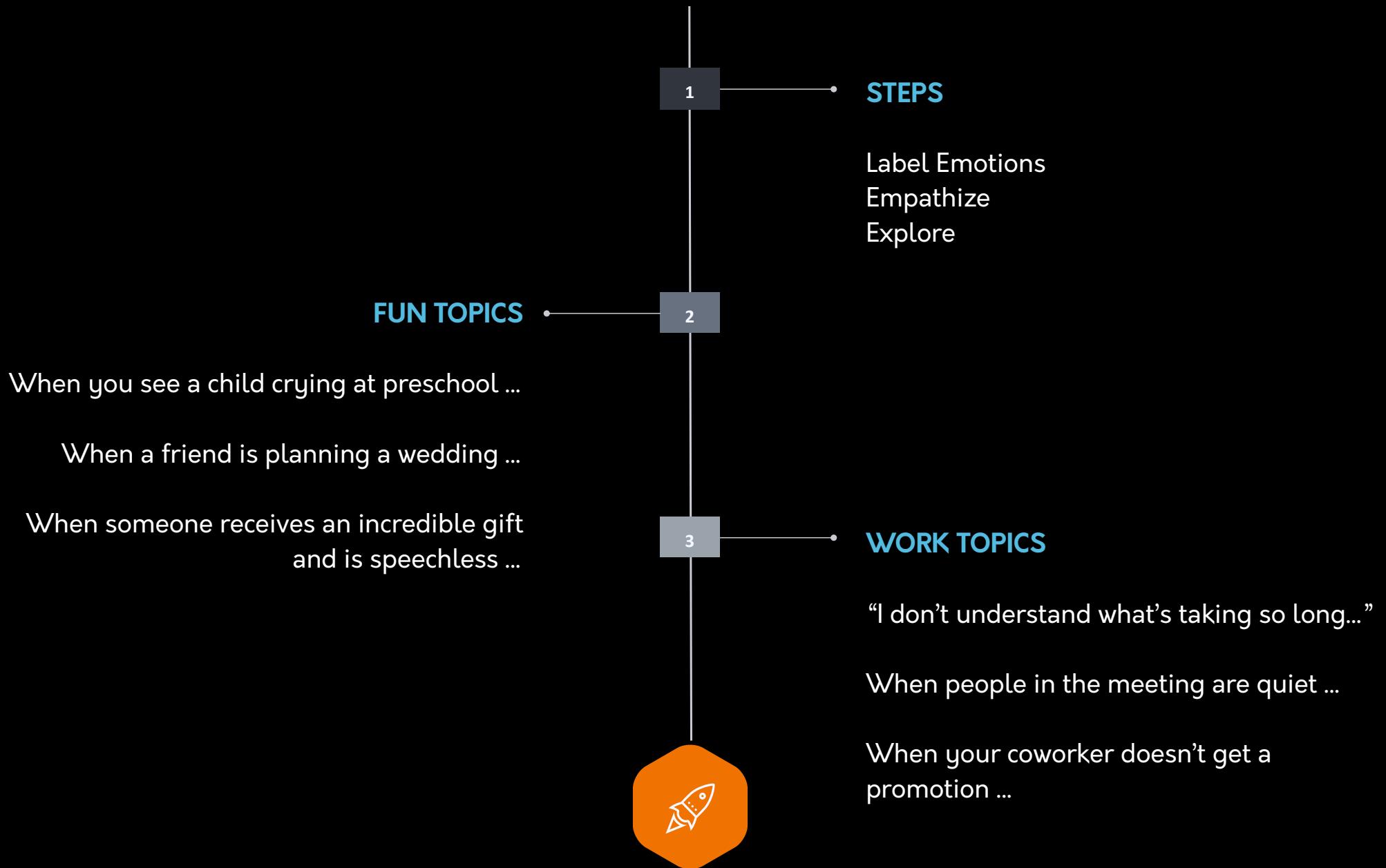
Concerned

Frustrated

Disappointed

Upset

# Practice



# You did it!

You didn't have to download this packet.  
To read this far. To take time and more  
importantly, attention, out of your day.

But you cared. Cared enough to want to  
make a difference.

The world needs more people who care  
like you. To step up. To take the leap.

With gratitude.

- Anwell Tsai  
Founder and CEO of Brantio  
[www.brantio.com](http://www.brantio.com)

What's next?

# Make it happen!

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Opera  
Challenge**

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**Limits**

You can't alter this  
guide or charge for  
it.



## Take the Leap

Your guide to making tough decisions.

[www.brantio.com/leap](http://www.brantio.com/leap)



## Openers

Start with a bang!

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## Story

The most powerful way to spread ideas.

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## Hack

Use the familiar to explain the unfamiliar.

[www.brantio.com/hack](http://www.brantio.com/hack)



## SPA

Answering tough questions should be as relaxing as going to the SPA.

Summarize

Give your time and focus by summarizing what has been said.

Probe

Don't rush to answer. Ask questions to understand.

Answer

Only after you've heard all the hidden clues, give a clear, thoughtful answer.

Relax

Unleash your inner Sherlock. Ask probing questions like "How?" or "Why?"

...

Keep an open and curious tone.

## SPA

Handle hard questions.

[www.brantio.com/SPA](http://www.brantio.com/SPA)



## Probe

Ask beautiful questions.

[www.brantio.com/probe](http://www.brantio.com/probe)



## Scoops

Answer questions quickly.

[www.brantio.com/scoops](http://www.brantio.com/scoops)



## Opera

Manage people's emotions.

[www.brantio.com/operah](http://www.brantio.com/operah)



## Time Machine

Answers to get people up to speed

Past

I've always been interested in... (background) I noticed... (problem)

Present

I created... (solution) It helps people to... (benefit)

Future

In the future, we plan to... (vision)



## Diamond

Give dazzling answers by connecting the dots.

[www.brantio.com/diamond](http://www.brantio.com/diamond)



## Maple Syrup

Condense complex ideas into a tasty treat.

[www.brantio.com/syrup](http://www.brantio.com/syrup)



## Pop

Make your data pop.

[www.brantio.com/pop](http://www.brantio.com/pop)