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SPEAKERS

Edroy Odem, Doug Noll, Scot McKay



Scot McKay 00:01

Gentlemen, monthly master classes are coming expect straight talk in real time interaction all about handling a very specific challenge related to being the best man you can be and enjoying rewarding relationships with women. To make these new master classes a top flight experience for you. I need your help. What topics are most mission critical to you? Visit mountain-top-podcast.com front slash survey and let me know that's mountaintop podcast calm front slash survey in return for your valuable opinion. I'll give you a copy of my book highway game. It's the only book out there on how to meet women while driving and chances are you don't have a copy of it yet. It's an instant download once you finish the very brief one minute survey, once again that's at Mountain-Top-podcast.com front slash survey. Hey, thanks in advance for your input. And I look forward to seeing you in person in the first masterclass very soon. And now here comes episode number 292. Featuring my new friend, neuroscience expert Doug Knoll. We're talking high in social skills. Enjoy the ride



Edroy Odem 01:18


from the mist and shrouded mountaintop fortress that is x&y Communications Headquarters. You're listening to the world famous mountaintop podcast. And now your host, Scott McKay.



Scot McKay 01:31

Hey there gentlemen, welcome again to yet another episode of The World Famous mountaintop podcast. My name is Scot McKay that's at Scot McKay on both clubhouse and Twitter real Scot McKay on Instagram. And on YouTube, just look up my name SC O T MC K y to find all the video goodies. The website is mountain-top-podcast.com hope you stopped by. And guys, if you haven't joined the Facebook group yet, it's waiting there for you, man, we we want you on board. Come join us we talk about lots of manly stuff have good old time. It's not your haven for bad advice that you see. Often other places on Facebook, we're doing something completely different and a lot of fun there. Look for us at the mountaintop summit on Facebook with me today is a very popular author, a world class expert in his area of subject matter expertise. He


talks a lot about conflict, and helping people de escalate. As a matter of fact, that is the title of his book, his most popular of the four books, he's written deescalate, how to calm an angry person in 90 seconds or less. Now we've talked about that topic on this show before so what caught my eye was how he can talk not only about the scientific basis for emotional intelligence or AI, but he claims he can teach you how to make any woman fall in love with you in two minutes or less, which of course sounds a lot like whisper three little words into a woman's ear and make her do anything for you. But this guy is a scientist dammit. So I think that makes it a little bit different a claim. So with nothing further, Mr. Doug Knoll from California. How you doing, Doug?

 Doug Noll 03:12

I'm doing great, Scott. It's great to be here.

 Scot McKay 03:14


Yeah, it's great to have you here. I'm sitting here on the edge of my seat waiting to just soak in all the knowledge you're about to drop. I gotta ask you this question. You know, what made you so stoked to learn about how to de escalate and how to calm people down, because it seems like you have a passion for that? Well,

 Doug Noll 03:34

my journey was an interesting one, I won't take up a lot of time talking about it. But my primary professional training was as a lawyer, and I was a trial lawyer for 22 years. And through a series of life changing events, I decided that was not my calling. And I went back to school and earned my Master's degree in peacemaking in complex studies. In mid career, that was back in the 90s. And at that time, nobody really knew what neuroscience was. But I got the insight that if I'm going to really understand why people fight, and how to bring peace to the room, I've got to understand what's going on in the human brain. So I became a student of neuroscience and was actually tutored by a neuroscientist at Caltech. And all of my work since that time has been is really based on how the brain actually works, not on how people think it works. And as Most neuroscientists will tell you, what we perceive is not what's really going on. So a lot of my ideas are counterintuitive and counter normative. Now,

 Scot McKay 04:34

that's a bit of an ironic statement that our brains don't work the way we think our brains work, if you think about it.

 Doug Noll 04:39

That's right. That's right. We have a certain that we have a perceived experience. But our perceived experience is not what's really going on our perceived experience has evolved over millions of years to allow us to do one thing and that is push our genome into the future by

reproducing.



Scot McKay 04:55

Well, it also could be a completely different experience than literally everybody else on this playlist having by design,



Doug Noll 05:02

it could be, it could be an ad, if you start talking to the quantum physicists, they'll that's kind of where they're coming from right now. But we all have, we all have a shared reality. I mean, we see the same colors and see mostly the same objects but, but just because we have a reality that's created in our brains doesn't mean that doesn't mean that we all understand exactly what it is that is happening in our brain. And that understanding happens to be really interesting and very useful once you dig into it.



Scot McKay 05:31

Now, one of the things you do with that knowledge you've gleaned over the years is work with convicted murderers, who are serving life sentences, you call it the prison for Peace project, right? That about



Doug Noll 05:42

the prison of Peace project that I co founded with my colleague loyal coffer started in 2010, in the largest, most violent women's prison in the world. And we were called in by women serving life sentences. To help them become peacemakers and mediators to stop prison violence, I



Scot McKay 05:58

was gonna say a lot of guys are already turned on,



Doug Noll 06:02

expanded from there into that prison that ultimately was repurposed into a men's prison. And so after working three years with a woman, we started working with men. And today, the project has expanded internationally, we're in a number of California prisons, a prison in Connecticut, I think 12 prisons in Greece, a prison in Italy, and we've got a start up in Nairobi. And we think later this year, we'll be having a lot more prisons around the world taking up this project, because we spent the COVID period all of 2021 filming our entire curriculum, so it will be available to any prison or anybody who wants to start prison a piece in any prison in the world.



Scot McKay 06:41

Now, with regard to people who have committed these heinous crimes like murder, you're working with these folks directly. Are you finding that their brains are wired any differently than other people who say didn't commit heinous murders? Or did they just have a bad upbringing? Is it a socialization thing? Is it they made a bad mistake? I mean, is this a nature versus nurture thing?



Doug Noll 07:03

Well, that's a difficult question to answer, I can tell you that the population that we work with are not, at least in my experience, who are not suffering from brain dysfunction. The way that researchers have discovered serial murderers, for example are psychopaths suffer from so I would say that the populations that we work with, many of them are murderers of one kind or another, suffered from violent upbringing. And as I say, murderers are not born, they're bred. And these these are all people who were bred into violence and didn't know any other way of being other than through violence.



Scot McKay 07:41

So talk to me about emotional intelligence, because I think that's one of those terms that people have almost always heard before. But I think it's also widely misunderstood. So break it down for us.



Doug Noll 07:53

Sure. Emotional Intelligence. First of all, I teach them you can't learn emotional intelligence. Because emotional intelligence is a test its emotional intelligence is a form of social intelligence. The term was coined by John Mayer and Peter slove. Mayor out of the University, New Hampshire solo V out of Yale University back in the 1990s. And they were psychologists who were studying different kinds of intelligence other than what we would call IQ. And IQ got popularized by Daniel Goleman, in his 1995 best selling book, but the problem was that Goldman took these ideas and with no science behind it, made a whole bunch of radical claims and built a cottage industry for which he became very wealthy, based on basically on scientific principles. And if you read the academic literature, which I have, you will find that the commercial side of emotional intelligence is scientifically unfounded. What I have learned in my work is that you don't teach emotional intelligence, what you can learn a master is emotional competency. And that's the starting point. So and there are three basic emotional competencies. And once you learn those, everything changes.



Scot McKay 09:01

So much like IQ. EQ, is something that is innate, you don't teach it. And that's



Doug Noll 09:07

Doug Noll 09:37

another big debate. Is it trade based or skill based, and I believe it's a little bit of both. But I also believe that anybody can learn to be more emotionally intelligent by mastering the three basic emotional competencies, which are self awareness, self regulation, and empathy. And the way we teach, which is very interesting is there are two kinds of empathy, cognitive empathy, and affective empathy. And when we teach cognitive empathy, and once people learn the skill of cognitive empathy, they become emotionally self aware, and they are able to emotionally self regulate.



Scot McKay 09:39

So this is the concept of social skill from ability to learn that in action.



Doug Noll 09:44

That's right. And it's the power of this, I cannot overstate the power of this skill. To me now it is the foundational skill of life.



Scot McKay 09:52

You're talking about cognitive empathy, correct?



Doug Noll 09:55

Well, and what happens is, as you practice cognitive empathy, you develop what's known as an effect effect. which is faster and more powerful. But the key to all of this is a foundational skill called effect, labeling, which is a big technical neuroscientific name for simply reading another person's emotional data fields, and then reflecting back their emotional experience to them.



Scot McKay 10:16

Yeah, there's a very loose term that's bandied about reading the room. Right, as a very important social skill. Right? What do people really mean by that?



Doug Noll 10:26

Well, I think that, you know, it's, again, it's a, it's a pretty broad, generic term. But I think when you're reading the room, a skilled person is first of all going to be reading the emotional climate. What's the climate in the room? Where are people emotionally in the room? Is this a room of stress? Or is it a room of happiness, contentment, fun? And then looking around the room, you're looking at people you're quickly assessing? Where are these people? What are these people experiencing emotionally in the moment, and there are many people who are

skilled at this, they don't even know they're skilled at it, they've never learned how to do it. They just intuited it and figured it out. So when you're reading the room, what you're really doing is assessing the emotional climate that you're in at the moment.



Scot McKay 11:05

Is that related to cognitive empathy? Yes, it is. Okay. That's the plane, I'm trying to lay in here getting to kind of the practical definition of what you're talking about between the cognitive empathy and the effect of empathy and how those might intersect?



Doug Noll 11:19

Yes. And so we're using I'm using some fairly technical language here, when we can really boil it down to a very simple concept. And that is that human beings, every human is 98%, emotional, and only 2%. Rational. We can't even be rational, unless we're emotional purist.



Scot McKay 11:37

Sounds like something Yogi Berra said. 90% of this game is half mental.



Doug Noll 11:42


That's exactly right. Your percentages are a little different. That's right. But there was some interesting wisdom went from Batman. The point here is that we are emotional beings, not rational beings. That's the basic teaching of neuroscience. And we have the innate ability, all of us to read accurately and quickly other people's emotions, their emotional data fields. And so what I teach is emotions are information, just like numbers on a spreadsheet. And once we learn how to read those emotions, then that we can do things with it, for example, we can reflect back somebody's emotional experience. So I could say, Hey, Scott, man, you're ready to start, you're frustrated, you're angry, nobody's listening to you. You don't feel like you're being heard. And you feel like you've been really betrayed. And notice how just that would be in a negative experience where you that happened to you, and I'm just reflecting back your emotional experience to you with the brain scanning studies show is that when you do that to another person, the emotional centers of the brain are inhibited. Well, the same time that a part of the brain called the ventral lateral prefrontal cortex, is activated. So that what is an essence happening is because you're upset and angry, you can't process anymore, I lend you my prefrontal cortex for the 30 to 90 seconds it takes for you to get back online, you instantly calmed down. And all of a sudden, we can start looking at the problem using all of our faculties rather than just being reactive, emotionally.



Scot McKay 13:06

I'm reminded of the time Dr. Mark Olson was on this show. And he talked about how he quite literally talks, people considering suicide off the ledge. And he talks in very similar terms you did, and the specific situation would be someone who's about to take their life. And you know,


Mark gholston puts himself in those very stressful situations. And he says he's never lost anybody, which is pretty big talk, you know, you got someone who's trying to kill themselves. And he's succeeded every time. And what he does is he forms kind of those same neural paths in communication with these people. Whereby, instead of saying, you know, life is wonderful, why would you want to kill yourself, you have everything to live for. He does what's completely counterintuitive, a term you've already dropped in the show. And he says, You know, I understand why you'd want to end it all. Man, what you've gone through is completely terrible. And of course, he takes it from there. And that is a pattern interrupt to the person who's killing themselves. Because for whatever psychological reason, all of a sudden, the person feels felt for the first time, perhaps in ages. And there's this human connection there where someone finally gets them. And that's really all they needed. They didn't want to die, they just want to connect exactly

 Doug Noll 14:21

correct. I call that process listening another person into existence.

 Scot McKay 14:25


Beautiful. Yes. Works great in relationships, too, according to

 Doug Noll 14:29

Well, let's talk about that. At the top of the show. I made the claim that I can teach you how to have any woman fall in love with you in two minutes or less as big talk, let's hear well, it but it's all based on brain science. And what is it that every single person wants or needs more than anything else, it to be deeply heard and understood at a very gut level. The way you do that is you meet a woman that you're interested in. All you do is reflect back her emotional experience in the moment. So she's telling you a story. Maybe she's telling you about who she is. Here's what she does, or whatever your response to her is to simply reflect back her emotions. What is she feeling right now. And you will touch her at a deep level, and she has never been touched before and she will love you for it. This is true not only if you're out there data in the dating scene, but also if you're in a committed relationship. If you start using this idea, you will stop all fights and arguments in your relationship for ever, you will never fight or argue with your partner again. You want to stop fighting arguments with your kids, listen to their emotions and reflect them back. You want to stop temper tantrums, listen to your child's emotions and reflect them back. Oh, honey, you're really angry, you're really frustrated, you're really tired. All you have to do it's magical. absolutely magical how it works.

 Scot McKay 15:51

You know, you're talking about making a woman fall in love with you, in two minutes or less. And I can't help but think of all those late night phone conversations, you know, with a quiet storm music in the background. And how this deep conversation invariably leads to something horny. You just play it like a fiddle. Fantastic.

 Doug Noll 16:11

Yeah, I mean, a woman who feels deeply heard and validated, is going to feel emotionally safe. And when she feels emotionally safe with you, she's going to be wanting intimacy,

 Scot McKay 16:22


bingo, while you're speaking our language around here, Baba.

 Doug Noll 16:25

So the secret the secret is creating emotional safety for her. So she feels extremely safe with you. And you do that you create that emotional safety by reflecting back her emotional experience to her so that she knows unconsciously that you get her.

 Scot McKay 16:42


Now, is that really falling in love, though? Or is that just making her want more of you?

 Doug Noll 16:46

Well, I think I obviously, you know, saying that a woman will fall in love with you in two minutes is an overstatement and hyperbole. But the underlying truth is that when you can create emotional safety for a woman, she is going to be very attracted to you. And so the secret is making it about her and her emotional experience, not about you and your needs. And when you can master that all of your relationships change.

 Scot McKay 17:14

How is this different than say buttering up someone who's supremely arrogant to say you can get what you want out of them.

 Doug Noll 17:21

Alright, so if somebody is supremely arrogant, underneath that arrogance is a deep insecurity, a deep sense of emotional of not being emotionally safe, and they cover up their insecurity, their anxiety, their lack of feeling safe. With arrogance, I know that because that's the way I used to be as a trial lawyer. And when you are able to touch them at a deep level by reflecting back their emotional experience. Again, you're creating this emotional safety and their need to be arrogant with you dissipates, and they actually are grateful to you. Because you've really heard them and validated them in a way they've never been heard or validated. A midwife



Scot McKay 18:02

works like a charm. I mean, this is like sales one on one,



Doug Noll 18:05

though. Well, it is. It is sales one on one, but but very few salespeople know these skills. I have taught this to sales groups



Scot McKay 18:11

before to great effect. Common Sense isn't so common is it is not?



Doug Noll 18:14

Well, this is an example of what we were talking about earlier, where we think our human nature is one way. And neuroscience is telling us it's something completely different. I mean, we've been bred on an idea, or 4000 years that we're rational. And that's just not true. We're not rational. We're not rational in any way, shape, or form. We're emotional, we can



Scot McKay 18:34

get on political Twitter for a minute and a half and figure that out.



Doug Noll 18:37

Exactly. I mean, it just Yeah. And they just go into a Twitter feed, and all you will see is emotions going crazy. And once you start watching for emotions and learning how to read emotional data fields, it becomes as obvious as the nose on your face. And all of a sudden, what was before crazy and chaotic. And now it becomes perfectly understandable.



Scot McKay 18:57

Why Doug, do you mean we're not really following the science on Twitter?



Doug Noll 19:03

I would say Twitter is a great laboratory, you're



Scot McKay 19:05

about to get cancelled for those kinds of thoughts. I hear you, man. I'm just making fun of the

whole situation for sure. But you know, you and I are right on the same page. You know, I'm fascinated by your observation about emotional intelligence really becoming part of the Zeitgeist here in the Western world, since back in the early 90s, but it really being very much a pop psychology phenomenon, rather than anything grounded and real neuroscientific truth. How did you happen upon this differentiation? And what would you say your particular scientific contributions have been? To help us understand the nature of emotional intelligence a little better?

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Doug Noll 19:45

Well, I first of all, I mean, I appreciate your calling me a scientist. I'm really a practitioner, scholar practitioner, and don't do independent research. However, I've done a lot of fieldwork and have drawn a lot of observations from that. But to answer your question briefly, as a peacemaker, which is what I am, I'm a professional were returned to peacemaker, helping people solve very difficult conflicts, I did not have a good tool for dealing with intense emotions. And of course, conflicts that I get called in to work on. There are very, very strong high emotions, mostly anger and outrage and hurt. And one day I was in a, in an engagement where I had a problem in front of me that I had no clue how to solve. And the thought came to me Listen to the emotions. And I did that. And the conflict settled within two hours. Whereas before, I thought that there would be knives on the table that would have been blood on the floor. And two years after that, a brain scanning study came out of Matthew Lieberman's lab at UCLA, showing what happens in the brain when you do what I did in that mediation, which is basically listen to and reflect emotions, a process known as ethic labeling. And in his brain scanning studies, he demonstrated that there are neural pathways that can be activated and inhibited by the mirror reflection of somebody's emotional experience to them. And that was the beginning. That was the seminal paper, there have been about 15 studies since that time, and that those studies provided a scientific basis for understanding how to de escalate people. So Laurel, and I, in our prison project decided to acid test this and saying, Well, we're going to be working with murderers and maximum security prisons to stop prison violence, this should work. And it did work. It was unbelievable how well it worked. In fact, my my fourth book, de escalate came about at the request of all of my incarcerated students requesting me to write something that they could share with their families about what they were learning from us. And that's how it started.



Scot McKay 21:41

Well, that's fantastic. You know, as you were talking, you know, you said right there at the outset of your answer that you don't consider yourself to be a scientist. But you know, hey, social science is one of those terms like jumbo shrimp. It's kind of like ironic sometimes. So you followed with some information there that shows that there have been peer reviewed studies on the social patterns, based on brainwaves, etc. So clearly, there is some science to it, even if you're not the one who generated the scientific papers yourself. You're a practitioner of this brain of science, rather than just going around spouting the social niceties that sell books that can be differentiated,

D

Doug Noll 22:20

right? Everything that I teach is based on science. And when I go when I teach workshops, are I

do online workshops, if people challenged my work, which happens occasionally, I said, well, where's your science? And I'm happy to look at your studies. Here's here's my bibliography. Here's what I rely on the work of Matthew Lieberman, the work of Lisa Feldman, Barrett and other giants in the field, who are Antonio Damasio Jolla, do I mean, I thought



Scot McKay 22:43

you were gonna say, Anthony Fauci when he started?



Doug Noll 22:46

No, we're not Anthony, different different fields of medicine. But, I mean, these people are doing groundbreaking work. And of course, they're scientists, so their work does not get out in the world much. What I do is take that science and integrate it into practical application to solve serious everyday world problems. Like the everyday problems of fighting and arguing the everyday problems of intense conflict, the everyday problems, lack of intimacy in relationships, we're not feeling emotionally safe. These are everyday problems that everybody faces. And my job is to take the science and figure out a way to use it, and then teach people how to use it so that their lives can be happier and more fulfilled.



Scot McKay 23:25

Well, what are some practical steps for the guys listening? And maybe for me to because God knows I need it to improve our emotional skill set? I mean, first of all, do we measure our own emotional intelligence? So we know where we're starting from, or perhaps what our aptitudes are like we would with an IQ test? And if so, I mean, what do we do with that starting point? And what are some of the skills that we can practically start with?



Doug Noll 23:51

I would say, don't waste your time with any of that garbage? Okay. Okay. So here's some practical way to do it. Let's assume that we're still in pandemic. But let's assume that you go in, you can go into a Starbucks, for example, you want to start with a very low risk, social situation where, where if you make a mistake, you're not going to be embarrassed or ashamed. Starbucks is a perfect place for that. You walk up your line, you walk up to the barista, taking your order, and you look him or her in the eye. And you say something like this. Wow, you look really happy today, because they usually are. Starbucks hires, people who like to be up early and are happy. And then put your white lab coat on, and be the observer. And watch what happens to that person. And what he or she says to you. And what you will see is that they'll first of all go into a huge beam, a big grin. And they'll say yeah, and then they'll start talking about how great their day is. And used to do this over and over and over again three or four times a week, wherever you go into a store or into a restaurant. For example, if you want to get really great restaurant service when your server comes up and introduces himself or herself, again depending upon the situation, you might say something Wow, you look really stressed and overworked right now, because many of them are. And that person was then start just telling you off of their life is and you just label their emotions, you really angry, you're

frustrated, you're tired, and you'll get the best service you've ever gotten in your life. That's how you start with this. You've got to experiment and practice it to see how it works for you. And then after you've practiced it for usually it's four to six weeks of practice. You'll feel comfortable enough with it that it will become habitual. And then you can start going a little deeper into the pool into your relationships



Scot McKay 25:33

that totally disarms hot waitresses, by the way, totally. Like all these guys going into Hooters and turning it into a South Park episode because she called him sweetie or Cutie or something. If you've ever seen that South Park episode, big mistake. Larious. Yeah, they're just playing for tips. I mean, it's an acting job, right? But when you can kind of penetrate through that and acknowledge her and she feels like you're giving something to her is that trying to take take take? That's right. It disarms them. It's like, hypnotic,



Doug Noll 26:00

it's easy. You're creating emotional safety, you're creating emotional validation, right, the



Scot McKay 26:04

guard comes down.



Doug Noll 26:06


That's right. Yeah, that's what every woman craves, every man craves it to every human being crazy, and we don't get it.



Scot McKay 26:11

Now, hold on a second here, because this is an extremely teachable moment. For everybody listening who's looking to find an extremely attractive, highly desirable girlfriend. Those women who we think are getting all this attention for men, and oh, they can just sit here and reject guys all day long. They're getting the same kind of attention all day long, which is selfish sexual attention. Guys are wanting a piece of her they're wanting to get in her pants, since she has seen that so much when a guy comes up to her and actually takes an interest in her humanity. And this is gonna sound so trite and so naive to every guy listening. Who has been busy trying to get in women's pants. I know we have good guys on this show. But bear with me here for a second. All right. It's amazing how you just almost put a beautiful woman in a trance by cutting through all that BS and acting like a human being with her. And it's not being Mr. Nice Guy. You're not begging her. You're not being supplicated. There's no hidden agenda. But to kind of put my own personal spin on what you're talking about the Turner phrase I like to use when I see someone who looks like they need a little cheering up. I mean, she could be a beautiful woman or anybody else's. I say, What do you know? That's good. Yeah, I'll just casually ask that, you know, gals bagging my groceries or filling my Starbucks cup or whatever. It'll be like,


hey, what do you know, that's good. And these guys know, I'm a huge fan of ironic humor. I just think it's a superpower, especially with women. Because you know, shows that you have things handled, you're quick on your feet, etc, etc. It's primal, of course. But sometimes a woman will say, oh, all sorts of things. Right? In a very friendly way. And my response will be well keep them all to yourself, because I don't want to hear it. I like being miserable. And then I'll start laughing. You know, cuz that's ironic. And then she starts laughing and I became her favorite person immediately. So if you know how to ride the tide have this kind of emotional input, and you're able to correctly predict what I agree with you as a very predictable output. Oh, man, you can just start mastering your social situations right and left, can't you?

 Doug Noll 28:29

Absolutely, yeah, people want more than anything else. They want to be heard and validated. Right? And they

 Scot McKay 28:35


want to be in on something. They want to be part of something bigger. That's right. So like, when you start a conversation like that with a woman, all of a sudden, you feel as if you sort of have an inside joke together?

 Doug Noll 28:43

Well, not only that, but she feels for the first time. Like somebody really understands her and really gets her probably the first time it's ever happened to her in her life. Even though you know almost nothing about her. That's right. But you know everything about her because she's having an emotional experience that you just validated.

 Scot McKay 29:00


Oh, this is great. See, now, this is what these guys are showing up for. Give us some more practical examples of how guys can just charm women in particular to know in when they're out and about,

 Doug Noll 29:13

well, okay, so you meet a girl, and you start with a very simple door opener. What's going on? Something really simple like that. A totally non offensive, just an open ended question inviting her to talk. And she starts to talk. And what you do is you ignore her words. Just ignore what she's saying. You're not ignoring her as a person, but you're ignoring her words, and you're paying very close attention to what her emotions are.

 Scot McKay 29:39


I didn't see the word ignore coming. Continue. I'm fascinated. Yeah,

 Doug Noll 29:42

this is really critical stuff. You ignore the words and focus your whole attention on what her emotions are. And at any given moment, we were experiencing three or four or five or six emotions all at the same time. And what's really interesting is that our brains are hard wired to pick up those Emotions if we simply let ourselves do it. And if you pick up on her emotions, you simply reflect them back. You said, Oh, you're really angry, you're really frustrated, Are you really happy with me you really excited, where you really love what you're doing, or whatever the emotional experiences and recognize that they're going to be multiple emotions. So you're going to be looking for all these different emotional experiences. When you get it right. This is the reaction you're going to get, she's going to break into a broad smile. She's going to say exactly, or Yeah, like that. Her shoulders are gonna drop, and you're going to see a sigh of relief, somebody finally got, somebody finally understood who she was and what she was doing. I know

 Scot McKay 30:39


married couples who don't get each other. That's right. That's the banner we fly around here. highest of all, please don't get into a relationship with someone until the two of you actually know what's going on in each other's heads, you kind of get each other. Well, it's

 Doug Noll 30:53

kind of hard, right? And so so the most powerful relationship skill you can have is this ability to read your partner's emotions and reflect them back. And my wife and I use this all the time. And you know, we we never have fights or arguments. Now you got

 Scot McKay 31:09

a term for that it was ethic labeling, aspect labeling, yes, I like that. Ethnic labeling. That's beautiful.

 Doug Noll 31:16

So obviously, there's a lot of deep science behind all of this. And I'll just give you a couple of soundbites. One really interesting thing is that we are not born with emotions. And once you understand that, we are not born with emotions, then you begin to understand what emotions really are, we have to learn how to construct emotions at about 18 months of age. And think about this. If we are living in a family that is emotionally dysfunctional, for example, emotions are put down or we're emotionally invalidated. Like don't cry, don't be a sissy, or don't put on your big girl pants or be a manly man, Big Boys Don't Cry, stuff like that, that we all experienced as children. All of that is emotionally invalidating us, telling teaching us that emotions are bad. And so we get stuck emotionally in our maturity and about six years old. And

so we can grow into becoming a physically adult. But deep down inside, we are still at a six year old in terms of our emotional maturity. When you learn how to listen to and reflect back emotions, that all changes, your own emotional maturity grows very, very rapidly. And you make other people feel like they're on top of the world, like the most important thing you've ever the most important person you've ever been with.



Scot McKay 32:33

I think a major lesson a lot of people in general need to learn is that the world doesn't revolve around ourselves. We get over ourselves a little bit in actually stop it. Well, you know, I mean, stop the world that revolves around yourself from revolving you just example for a second, you're going to realize how much better life guide because your stress over being all wadded up in self doubt and fear of rejection and all sorts of fear based things. All those fear based vehicles for failure revolve around us taking ourselves so seriously, and fearing what's going to happen to us. So when we sit across the table from a woman on a first date, and we stop worrying about how we're coming across, and whether we're going to get accepted or rejected. And we actually open our eyes and read the room and read the emotions on this woman's face. Then, like you just said, it sort of automatically comes to you to say things like, hey, you know what, you look better than your pictures online already. I'm already having a good time. I think this is going great. And you'll watch the woman who said her shoulders drop in the body language descriptors you're using are so right on the money. She'll just look at you and kind of soften her little demeanor and go, Oh, yeah, me too. And then she'll start smiling. Because Little did you know this whole time if you're sitting there over in your own world revolving around yourself. This is getting to be a rather tedious visual image. But you know what I mean, as long as you're all self absorbed, you're going to miss the fact that she's just as nervous as you are, you're not going to give yourself permission to even notice it. And yet, when you step outside of that, all of a sudden, people like you more, you like them more, and your social interactions are better on the spot. For sure.



Doug Noll 34:21

Here's the thing that's really cool about this practice. When you start listening to and reflecting somebody else's emotions back to them. Your own personal ego dissolves. You no longer have ego. It's a weird phenomena that happens in the brain. And what happens is your sense of self completely goes away. And you're just totally present for this woman in that moment for 20 seconds. It's the most remarkable experience you can imagine. And to your point, your anxieties, your fear of rejection, you're wondering whether or not you're good enough. All that goes away, and you're totally present with this one. She senses it, and senses your true authenticity as a human being, and deeply values that moment.



Scot McKay 35:07

Now see, the great irony of social interaction is the more we try to gain approval from other people, the more of an approval seeking sort we are, the less approval we get. And what you just did is unlock the reason why that psychological dynamic is what it is. Correct? Yeah. Isn't that fascinating? Well, another thing that Yogi Berra said famously, is it gets late early here, and it certainly does. So we've drawn to the end of the time here. This has been a great

conversation, it took some we talked about some really great stuff that I didn't see coming and I want to point these guys to your book, Doug, actually all four of them guys, if you go to mountaintop podcast.com front slash Amazon, you will find all four of Doug's books. Among those four books is the one we've been talking about the most here. Doug's wildly popular bestseller deescalate, how to calm an angry person in 90 seconds or less. And I'm proud to tell you and I'm sure Doug is proud of this as well. He's built a special website just for you guys, listeners of this show. And you can reach that by going to mountain top podcast.com front slash No, not the grassy keychain with a K on the front. There's no silent k here. It's simply an O L L so it's mountaintop podcast.com front slash N O L L and you'll be able to learn more about what Doug know has going on and grab yourself a minty fresh copy of his book de escalate how to calm an angry person in 90 Seconds or Less Doug thank you so much for dropping by today been a great conversation and it's got I've really enjoyed it thank you. Yeah, and guys listen something else you'll really enjoy is what origin and Main and heroes so Pat for you. This is manly stuff. Heroes soap will make you feel better and smell better for sure. Origin in Maine has the greatest genes ever. I just had a coaching call with a guy last night and origin man came up and he said Hey Scott, I have the jeans on right now. I go oh, greatest jeans ever he goes oh man, no doubt. So some of you guys are getting a few pair of these origin jeans. The factory jeans are amazing. The Delta jeans are also just depends on which one is going to float your boat get a couple pairs of each if you want, they will be the best jeans you've ever worn. They're made in America. And man they are just rock solid. I expect my pairs of origin genes to last for like 50 years that will probably last longer than me. They look good when you go out on a date and you can actually work in them also very versatile. Great supplements from origin labs, their vanilla protein powder in particular is excellent. Anything you partake of. From mountaintop podcast.com front slash origin you can slap a 10% coupon on by applying mountain 10 to that order. same holds true for our friends at hero sup as well. But mountain 10 on any order there and get 10% off your heroes. So Porter and guys, some of you haven't gotten on my calendar and talk to me yet Hey, you know what? I can't believe we're already well into the year 2022. It just seems like New Year's Eve was yesterday, guys. Another year is passing by Are you meeting the kinds of women you want to meet? Are you still settling for less? What's it going to take to get the right woman in your life? Well, we can talk about all of that and get you results in advance. Hey, I guarantee it. When you talk to me for just 25 minutes, I'll give you something that is actionable that you can take with you. If you want to talk about the possibility of putting a whole plan together and working with each other on a coaching program. Hey, we can do that too. But either way you will emerge from that 25 minute call with something you didn't have going in that's going to make you better as a man and better with women. You can sign up and get on my calendar by visiting mountain top podcast calm and I look forward to talking to you soon and I'll also look forward to talking with you again on the next episode. This is Scott McKay from x&y communications in San Antonio Texas. Be good out there

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