



## Tips For Psychics

### Trusting Yourself and Being Confident:

It is important to remember that you have a gift and your gift is special. Customers are calling you because they are in need of insight and direction. Trust your intuition! Deliver your message with clarity and confidence. Stay positive and listen to the messages and symbols that are given to you. Be honest and compassionate and deliver each reading with the best you have to offer and you will succeed!

Many who call psychics are struggling with their personal life and are seeking guidance. As psychics we have been blessed with these abilities to assist others through difficult times in their life. Psychics should leave the Customer feeling empowered. It's important to end the call on a positive note. Something positive can be drawn from every situation.

### The Importance of Being Objective:

When you come to login on the line, we expect you to leave all preconceived notions and moral opinions in your other suit of clothes. We are here to provide information, whether it is against your moral, spiritual or ethical beliefs, or not. If you see a Customer has a situation that you find, in your opinion, unethical, keep your opinions to yourself. Our charter is not to provide our opinion. Rather, our charter is to give intuitive and spiritually guided answers. Do not superimpose your opinions upon someone's free will. Do not judge a Customer. Many of our Customer's may be involved in relationships that are of an extramarital sort or in some way different from the "norm". It is not our job, nor our right, to judge what is normal for other people.

If the Customer has an unsavory person in their life, unless you are being directed by intuition or spirit, do not try and alter their choice based on your personal and subjective feelings and thoughts. Be as objective as possible.

### The Importance of Not Looking Too Far Ahead:

Because there are things beyond the caller's control, things that they do not own, that can enter and exit their lives and alter their reading, try not to project too far ahead. If you explain this to the caller when they are asking you for what will happen years down the road it will help them to realize that it would be best for them to call back periodically for an update instead of risking a less accurate reading.

## **When The Caller Does Not Really Want to Hear The Truth:**

Not everyone will want to hear the truth. You will have callers who will read with you for minutes on end, who tell you how accurate you are about a person in their life. Then comes the question. "Will they be coming back to me soon?". If you see that the relationship will not be rekindled, or that the person has moved on and is happy with someone else, you must speak what you see. Your gift is to "See it and then say it". They have called you for answers and it is up to you to give them. Sometimes, even though they have extolled the virtues and accuracy of your reading up to that point, once you have told them that the person in question is not coming back into their life and is happy with the new person they have found, they will suddenly either hang up on you or get angry that you are saying that to them. You will see that they have stated you did not connect to them by the fact that your connection rating will drop. There is really nothing you can do about such calls except explain in a message to Customer Care that the person did not like hearing a particular truth and that the call was excellent right up until that point. This gives Customer Care a heads up that there is possibly a complaint just around the corner and in this way, if Customer Care has received a complaint about you from that caller, it will be on record what the surrounding circumstance was.

## **When You Really Don't Connect to a Caller:**

Once in a while, you will run across a Customer that you simply do not make an intuitive connection with. When this happens you will know it right away. They will say things like "I don't know what that could be about" or, "there is no one around me like that". etc. When this happens, it is important to let them know, very politely, that you are not feeling that you are connecting with their situation. You do not wish to waste their time and money with a reading that isn't reflecting their circumstance. Direct them back to Customer Care and allow them to establish a connection with a Psychic who will be able to see their current situation. Let them know that this is not about anything they've done wrong, it's just something that happens periodically when the energy between two people does not synch. Most customers will appreciate your honesty and integrity far more than they would appreciate a reading that was of no help to them at all and left them feeling flat. Never keep a Customer on the line when you are not picking up on their questions or circumstance. It reflects poorly on our company and on you as a Psychic. It leaves the caller feeling like they were being kept on the line for the purpose of robbing them of their money and it further sinks the reputation of the psychic community (a reputation that we, as a company wish to turn around). We are not charlatans and fakirs, but truly gifted Psychics. It helps neither your business nor ours to keep callers on the line in those circumstances.

## **Dealing With Difficult Clients**

### **Negative Energy/Outlook Callers:**

Opinions differ from person to person and sometimes you will be faced with people that are negative or only want to hear what they want to hear. This happens all the time and Customers will hang up on you. Do not let this upset you or break your stride. Remain original; you cannot change the message you are given.

Remember that no matter how negative the Customer is, you never give them back negativity. I recall an example of a caller who was quite negative as a matter of course. She had called a very top of the line and

high priced Psychic at one point and asked "When is someone coming to be in a relationship with me." Due to their frustration with her negativity, they answered "There isn't anyone for you, ever!" This is unacceptable.

Sometimes those that appear tough can be the most sensitive. They may also wear their negativity and aggression like a suit of armor. To convey this type of messaging to the Customer is a cruel and petty act. In this example, if you don't see someone coming into the Customer's life, an appropriate way to communicate this would be, "I'm not seeing that at this time but it may simply be that it has not yet been revealed." Don't ever imply that the situation is final, unchangeable, nor that your lack of insight into a particular area is due to there being nothing there at all.

## **Callers Who Are Blocked From Forward Movement:**

You will, at times, be faced with Customer's that are in a "stuck" period. These people will present to you in different ways:

- Open to doing all the right things but still not being able to affect a change in their lives.
- Being emotionally and spiritually overwhelmed by circumstances and unable to see a clear path out of their current situation.
- Being obsessively connected to the thing, situation, person that is causing them to be blocked in the first place.

To help these particular Customers, establish why they can't move on and advise them accordingly. Reveal the pathways out of their situation that they are unable to see due to their point of view / perspective. There is a very good exercise that we recommend when this happens.

When our Customers contact us and communicate that they are feeling like all of their avenues of movement out of a current situation are blocked; do some image work. See the Customer's circumstance from their personal point of view. If a person is sitting in the midst of a mess of tangled options and energies and circumstances, it's similar to being in the middle of a thick forest or crowded city street. We have the good fortune to be looking into their circumstance from a different perspective...for instance, imagine you are looking down over their situation. Our perspective allows us to see the bigger picture and the paths that are open to them beyond their immediate viewpoint. Give them positive suggestions. Show them the paths that exist that they have not yet been able to see. This provides two outcomes: a) it shows them a possible solution that they didn't even know was there before and b) it gives them hope and positive energy to help them move forward. Inspire them to feel positive and empowered!

## **Abusive Callers:**

If you are in a situation where the Customer becomes abusive, you **do not**, under any circumstances, have to listen, or be subjected, to abuse. Do not argue with the Customer. Kindly tell them that you cannot continue the conversation. Ask them to contact Customer Care so they can be connected with a psychic who is more suitable for their situation. Inform Customer Care immediately when the call ends and give as much information as possible about the caller. Customer Care will handle the Customer from there.

## **Suicidal Callers:**

If you have a Customer that is suicidal, refer them to a professional; also you can give them the national suicide hotline 1-800 number that is located in the Psychic FAQs page.

Keep these numbers handy in case you do run into one of these situations.