

**THANK YOU FOR TAKING THE:**  
**DISCOVER YOUR**  
**ENERGETIC DEFENSE**  
**MECHANISMS**  
**ONLINE QUIZ**

## ENERGY TYPE: SCHIZOID, MASOCHIST, PSYCHOPATH, ORAL, OR RIGID

When a person is trying to defend they automatically turn on these shadow pieces to defend. Keep in Mind that there is also a light side that is not included in this quiz

### SCHIZOID:

THERE IS ABSOLUTELY NOTHING BAD ABOUT BEING A SCHIZOID EVEN THOUGH THE NAME SOUNDS BAD. THIS IS AN AWARENESS TOOL ABOUT ENERGY!

The energy these people carry tends to leave their body and go straight to brain chatter! Ugh brain chatter can be extremely frustrating! When you go to brain chatter it is really difficult to stay in the present moment and truly listen to people. In the case of a retail manager or sales person, when you go to brain chatter it is extremely hard to listen to what the actual customer is saying. You can easily miss out on what their needs are. You can easily forget their name. It is because your energy is in your head and it is connected to something else at the moment. The same goes for the buyer if they are schizoid. These people tend to leave their body and go to brain chatter. The customers brain chatter may very likely be the "fear" of being taken advantage of so they may have a tough time connecting with the Sales person.

When purchasing a vehicle or any Retail product this can make the communication difficult between customer and sales person due to fear of asking to have your needs met. Often a customer will leave the dealership because they fear speaking up. To REMEDY this problem make yourself a note to be aware and try to pay more attention!

### MASOCHIST:

THERE IS ABSOLUTELY NOTHING BAD ABOUT BEING A MASOCHIST EVEN THOUGH THE NAME SOUNDS BAD. THIS IS AN AWARENESS TOOL ABOUT ENERGY!

The energy these people carry typically stays internal and they may fear what others think. These types of individuals internalize instead of bringing out their gifts and sharing with others. They are typically very creative human beings but due to being raised in a controlled family environment they may not be able to shine their light on the world! They have a fear that if they do shine some light it may lead to others judging them. When they do share energy, sometimes feelings of humiliation can surface inside of them. Therefore these individuals hold back if they fear it is not a safe space to open up and be themselves.

Some of the greatest sales people use their creative sides to close retail sales! Best advice - MAKE A NOTE: share your gifts with the world because you will be better served and let the naysayers stay away from you!

Here is just one example in the case of a vehicle retail sale: A customer has bad credit and also has negative equity in the vehicle they want to trade in. The Sales person fears helping that customer in case they can't put together a car deal so they don't even try because they want to avoid the humiliation upon themselves or the customer! However the customer

would be best served if the sales person tried being creative to find the right car and the right bank even if the outcome was a negative one. These people would be best served as a Sales person by sharing their creative side and not holding back.

## **PSYCHOPATH:**

THERE IS ABSOLUTELY NOTHING BAD ABOUT BEING A PSYCHOPATH EVEN THOUGH THE NAME SOUNDS BAD. THIS IS AN AWARENESS TOOL ABOUT ENERGY!

The energy these people carry is projected directly at you. They have a Strong sense of what is right and wrong and they stand up and fight. They see life as a battle ground and winning is important. The defense is to pull energy up and push it towards people. They tend to meet life aggressively and have pushier energy. These are traits that many sales people carry. Be careful as a salesperson because your energy may be to overbearing or pushy sometimes!

When a buyer comes into the dealership or into your retail store with this type of energetic defense mechanism the sales person can often get frustrated that the customer is being pushy and too aggressive. WOW! Aggressive customers, I am sure you have seen that before! This type of buyer can often frustrate a sales person because they seem to be a pushy know it all!

ADVICE: take a deep breathe and try to help lower their defense mechanism by finding out if they had a bad experience elsewhere. They may just be projecting it onto you. Do not take it personally!

## **ORAL:**

THERE IS ABSOLUTELY NOTHING BAD ABOUT BEING ORAL EVEN THOUGH THE NAME SOUNDS BAD. THIS IS AN AWARENESS TOOL ABOUT ENERGY!

These people like to be nurtured and there is sometimes a feeling of a "lack of." They tend to enjoy long boring conversations about themselves and there is always a story associated to it. Oral people often do not recognize that they are likely sucking energy from others with long drawn out stories. If you are a salesperson this could be frustrating to deal with an Oral type of customer because the sale is long, drawn out and you have a tough time getting that customer to stop talking. On the reverse side if a salesperson has Oral Energy this could deter someone from buying a vehicle or any retail product. The customer may not want to listen to the sales person talk about themselves for what seems like forever! The sale is about the customer!

ADVICE: make yourself a mental note to shorten your stories and get the point across sooner. You can practice with your colleague's!

## **RIGID:**

THERE IS ABSOLUTELY NOTHING BAD ABOUT BEING RIGID EVEN THOUGH THE NAME SOUNDS BAD. THIS IS AN AWARENESS TOOL ABOUT ENERGY!

People with a rigid defense mechanism do not like rejection. They prefer to keep their outer world perfect. They typically focus on the good stuff and deny the bad stuff. If they don't feel something, it is

not real to them. They typically fear that something in life might be missing and life is passing them by. These people usually excel at work and dial into their work energy to remain focused and organized. People with rigid energy like to typically have the perfect family and perfect spouse and make a good amount of money to provide for their family. They function well in life. These are typically good sales people however they might be workaholics.

ADVICE: take time for yourself! A personal and work life balance is key!

## ITEMS FOR YOU TO THINK ABOUT MOVING FORWARD:

### IF YOU WORK AT THE DEALERSHIP OR IN A RETAIL ENVIRONMENT:

Q. How does my Energetic persona affect my Car Selling Behavior?

Q. What type of ENERGY and BODY TYPE is projected towards car buyers?

Q. Are you already closed off to the customer before you speak to them?

Q. Are you already judging the Customer and their buying behavior before you've even spoke to them?

**For more information on receiving management/ sales training regarding volume, gross profit and how your teams energy affects your customers please book a complimentary one on one call to learn more**

**BOOK A CALL**



I'm Gail the Founder of I AMM Retail Resilient and I help Auto-Industry Professionals drive operational efficiency to change the automotive industry, become true leaders, sell more cars, service more cars, make more money, improve the customer experience so that it is fun and easy to buy a car again and INNOVATE our industry!!

Like you, I am happiest when focused on helping people and making a difference in this world.