There are 2 types of skeptics: people whose minds you can change, people whose minds you can’t.

When replying to a skeptical, challenging, or questioning email, you want to gather whether this person is a Class A Skeptic, someone whose mind you can change, or a Class B Skeptic, someone whose mind you can’t.

If you are dealing with a Class B Skeptic, it doesn’t matter what you say, how intelligent your argument, how non-sensical theirs, whatever comes out of your mouth will be twisted to further their own beliefs.

These emails call for the delete pile.

If you are dealing with a Class A Skeptic, someone who is reaching for straws, feeling pain or frustration from another encounter with a psychic, doesn’t want to believe in you, but appears to have a nice enough heart and just throws in a jab at the last minute . . .

These emails are worth replying to.

With a Class A Skeptic, all it takes is one positive encounter to begin to change their mind.
You can tell someone is a Class A Skeptic when:

● They are genuinely seeking a reading or healing, but throw out a fear-based statement like, “I don’t want to be scammed!” right at the end.
● They share a personal story on how they want to believe, but they’ve been scammed, hurt, or had a painful event that prevents them to trust in these ways . . .
● By reading the energy of the words and just being able to tell.

3 Basic Rules for replying to an email comment or message from a Class A Skeptic, someone whose mind you can change:

* Rule 1. Always Be Graceful

As much as you want to, avoid cunning jabs at their intelligence, their argument or even their treatment of you. While clever and smart, these words can and will be taken out of context and used against you in a court of law (jk, but they could be used against you on the internet to damage your reputation or character, so be careful).

* Rule 2. Do Not Take Them On

When someone challenges you, tosses out the word fraud, con, or scammer into their emails or correspondence with you, this is a sign they have little respect for you and your work. Remember your dignity. Even if your rent is due tomorrow, the answer is no.
Guides will send you prospective clients as a challenge lesson: a lesson for them in how to treat people respectfully regardless of circumstance and a lesson for you in demanding a higher level of respect for yourself. You are worthy of respect, doesn't matter how weird the job you fell into is. Your guides will send you a better client after you decline.

* Rule 3. Remember Who Your Allies Are

You work for the University that is the Spirit World. As a medium, you are a Professor for that University. If a student, an outsider, or a foe at another University attacks a fellow professor in their correspondence to you, take note of it. Do not engage it at all.

Hold your allegiance to the University. Never smack talk another Professor in front of a student. You don’t know what happened, you weren’t there, and as a fellow Professor, you must hold respect for your colleagues.

3 Basic Outline Steps for replying to an email, comment or message from a Class A Skeptic:

A simple email, reply or message back to a skeptic is often enough to change their mind. Unless preparing a public refute, do not spend a lot of time on a reply. A personal reply to a skeptic never needs to be more than 3 short paragraphs, sometimes much, much less, such as a sentence or two.
* Step 1. Empathize

In 2-3 words or a sentence or two, empathize with their pain, reminding them that you’re a real human, too. This sets a bar for respect and commonality. Avoid taking sides on any comments insulting or criticizing other mediums, psychics or healers they’ve had interactions with. This goes along with Rule #3. Remember Who Your Allies Are.

* Step 2. Explain

In no more than 3-4 sentences, compassionately, clearly, and unemotionally explain your take of any attacks within their message, if any. Remember Rule #1: Always Be Graceful. You can also have someone else read through this explanation part to assure complete brevity and neutrality. Don’t apologize or over explain. A single statement for each point is fine.

* Step 3. Alternative

Provide a simple solution for their problem: a blog to read, a place where they can go to get free help, some external resource to look at. This will end the conversation on a good foot.

If they are demanding that you offer your services for free, even if you offer your services for free, this is not the type of client you want. Make sure the solution you offer doesn’t involve a personal test for them. Remember Rule #2 from above: Never take them on as a client. You want clients who are nice to you and respectful of your work. You deserve clients who are nice to you.
An example of all these steps in action.

A real email to my office:

Begin forwarded message:

From: [REDACTED]@att.net
Subject: Jt
Date: September 3, 2016 at 4:35:01 AM AST
To: contact@amandalinettemeder.com

Come on: if she is a real medium. She would know better than to take naive people's money BC they want to believe they have the gift that they simple do not have. The gift is given not taught nor learned. She's making more money charging separately for each individual. I'm so tired of the fraud and although I do not mine paying, I'm sick of wasting money to frauds. For once I would like to find a medium not a psychic who doesn't charge an arm and a leg for a gift that was given, not earned as in all other professions. They say you will loose your gift when you charge instead of accepting donations. So everyone should be careful. I am honest and would gladly pay an honest donation and probably more for someone who could tell me what I mean when I say why! Or not say anything at all, as in George Anderson. But I can't wait that long for a life and death situation, nor right now can I afford 1200 bucks. So I challenge you to show me you're the real thing and simply tell me why? See unlike George I gave you a clue. I am not trying to give you a hard time. I would just like to find more truth in this world than not. If you cant or don't want to maybe you know someone who does. Jt

A real reply from my office, invoking all steps:

Hi Jt,

Thank you for emailing my office. I understand the feeling of being caught up in a con and you're right, it never feels good. This is why I never want anyone to leave my website and feel like they'd been conned, hoodwinked, or tricked.

There are many mediums out there who practice their gifts as a hobby and these mediums do not charge. However, professional mediumship is also a career path for many, and these mediums do charge for their services so they can offer them in a professional way with offices and support staff. This allows them to offer their gifts full time, in turn serving more people. Career mediums also receive professional training to sharpen their skills, allowing them to offer more accurate readings in less time. They do this in the same way a professional therapist who is serious about their work would take the time to get a degree in therapy. While most mediums do accept donations and do pro bono work as per their code of ethics (which requires volunteer hours), it is not inherently bad to accept money for your work.

Despite this, I know it can be a burden to have to pay for a reading in a time of financial stress, which is especially common for people to encounter during a time of loss.

Readings can be costly, and because of this, many mediums do go to great lengths to keep their readings as affordable as possible. A listing of mediums who always offer affordable, accurate readings for low cost or completely free of charge can be found through The National Spiritualist Association of Churches (website is located here) and if you are UK based, you can find the association for this region here. Many of the readers associated with these churches are required to offer free readings to the congregation as part of their service and even when they aren't required, many paid mediums, show up to offer their services for free during and after the sermons.

I wish you all the best on your journey.

Amanda.
As you can see, I responded to this email myself to give it a more personal touch.

If an e-mailer, messenger or commenter ever becomes hostile, gets aggressive, or appears mentally unstable, do not engage. It’s okay if an email doesn’t get responded to. There is no law making you do so.

If you do reply, only reply once. Save the rest of your genius for crafting up a well informed public statement, which you may later make in a blog, video, or interview.

Note: The example email in this article is more detailed than most to illustrate a point. Your emails can be far less detailed, often, you are able to cover all points clearly and succinctly in less than 1-2 sentences.