

POSSIBLE RESPONSES WHEN ENCOUNTERING RESISTANCE

Explore- clarify details	
It's too expensive	Compared to what?
Too many/much/little/few	Compared to what?
I want the best	What would be the best for you?
Find Options	
You can't do that around here	What would happen if we did?
S/he would never	How can we find ways for it to happen?
They always	Are there any times they don't?
We've tried that already	What was the outcome?
This is the only way to do it	Yes, that's an option. What else could we consider?
Redirect- Move to the positive	
It will never work	What would it take to make it work?
I won't...	What would make you willing?
It's a failure	How could it work?
It's disastrous	What would make it better?
S/he's useless	What is sh/e doing that is acceptable?
It's impossible	You can't see a way to do it at the moment?
I don't want to	What would you like?
Go back to legitimate needs & concerns	
S/he's a hopeless case!	It's hard to see how to work with him?
You fool (and other insults)	What do we need to do to sort this out?
How dare you do such a thing	What do you dislike about it?
It should be done my way	What makes that the best option?