

Limiting Withdrawals

ACTIVELY LISTEN TO GET AT THE REAL ISSUE(S)

There's typically more than one issue. Use speed bumps to slow down the speaker to sift through the story and understand what's really important.

LET THEM VENT.

Try to see it from their point of view. What's at risk for them in the issue? Anger often masks fear. People don't always want an immediate solution. Gauge if they are ready to be rational.

AVOID STORY.

When we're backed into a corner, we become naturally defensive. Don't blame, explain or make excuses. Clients aren't interested and you won't win the war by winning any one battle.

CLEAN UP MESSSES RIGHT AWAY

The sooner you can identify workable solutions, the sooner you shift the conversation from blame to a constructive outcome. Don't let problems linger. Jump on them right away.

CONFIRM THE SOLUTION AND NEXT STEPS.

Problems often arise because of poor communication. Confirm the solution and provide a clear road map for next steps on both sides. Clients have a role in solutions.

STRATEGIZE BEFORE MEETINGS.

Meetings are awful places to resolve difficult issues. Declaw adversaries by meeting with them one-on-one. Consult with your colleagues on how to address issues as a team.

DEVELOP THE RELATIONSHIP.

People buy from people they like and trust. When you take time to get to know someone personally, conflicts are fewer and smaller. You draw from the equity in your relationships.

DON'T TAKE IT PERSONALLY.

When we take things personally, we tend to overreact. Realize your own limitations to change people. You can only manage yourself.

