Resolving objections cheat sheet

**Amend**
Change the proposal to address the objection or concern. For example:
- “It sounds like you have concerns. What can we change to help you feel better?”
- “Let’s do a round on how to solve this problem.”

**Concern**
Make the concern into a question to ask at check-in. For example:
- “Is [the concern] happening?”
- “Did [the concern] cause the problems we feared it might?”

**Term**
Change the time to check in on the decision. For example, “What if we check in to see how it’s going in [new time frame].”

**Follow up**
After offering a solution, ask the person who made the objection, “Does this work for you? Are you OK with moving forward for now?”

Repeat the process until consent is found, then celebrate!