

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!

