



Verbal Strategies to Use When You Get Pushback from Others About Asking Questions:

1. Try to clarify your understanding of what the other person said by asking: “Did I hear you say ____”
2. Ask the other person whether there is any evidence that would cause him to change his mind.
3. Suggest a time-out period in which each of you will try to find the very best evidence for the conclusion you hold.
4. Ask why the person thinks the evidence on which you are relying is so weak?
5. Try to come together. If you take the person’s best reasons and put them together with your beset reasons, is there some conclusion that both of you could embrace?
6. Search for common values or other shared conclusions to serve as a basis for determining where the disagreement first appears in your conversation.
7. Try to present a model of caring and calm curiosity; as soon as the verbal heat turns up, try to remind yourselves that you are learners, not warriors
8. Make certain that your face and body suggest humility, rather than the demeanor of a know-it-all.



About the Author

Eric Williamson, author of *How to Work with Jerks*, professional development consultant, and President/CEO of Tailored Training Solutions, LLC, has a vision of success that is inherently different than most. With two decades of real-life, hands-on, in-the-trenches experience in both public and private sectors, Eric has worked with companies and institutions, both large and small, including Connecticut College, Maryland School of Nursing, Maryland Department of Labor, and the Society of Human Resource Management (SHRM).

Through his experience, Eric has learned that success is not about good grades, high IQ scores, or climbing up the corporate ladder. Eric believes that no matter how talented, gifted, or experienced, and no matter what role we serve or title we carry, our level of success is not measured based on the work we produce; it is measured based on the relationships we build. To that end, he works with organizations to build successful leaders by building stronger customer and workplace relationships.

Eric is available to present customized in-person, online, and hybrid trainings for your organization. Visit his website at [TailoredTrainingSolutions.com](https://www.TailoredTrainingSolutions.com) for scheduling details.

