

How to Handle Hidden Objections, Push-Back, etc.

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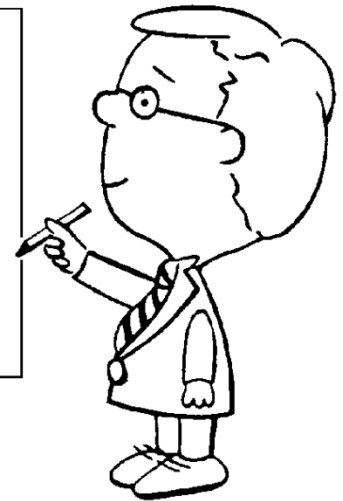
The Plan

- Brief discussion: How we prevent push-back and objections
- What is a “hidden” objection? (Example)
- The model for handling hidden objections, push-back, etc.
- Getting started
- Playing with the model: In preparation for push-back
- Playing with the model: On the fly



If I don't ask for a clock policeperson - interrupt me.

*Captured
brilliance
on paper and
added to this
deck*



Brief Discussion

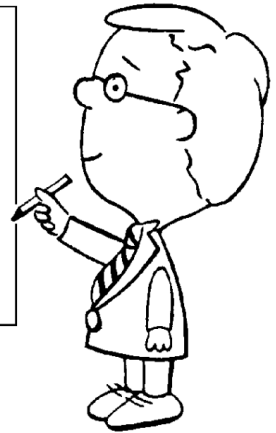
We want some push-back
We want some objections
We just don't want it to be disruptive

What do you do:

To prevent objections in meetings?
To prevent push-back in training?

- *Have the boss kick-off meeting or training and show support.*
- *Uncover people's concerns early and address them.*
- *Ask people what they want to get out of their effort and time.*
- *Use a parking lot to keep things on track.*
- *Leverage group dynamic to redirect energy away from disruption (and disruptor).*

*Best
practices
from your
peers*





So what is a “hidden” objection?

People often make statements we know include a concern like, “That won’t work here.” These are hidden objections.

We often guess at what the concern actually is...and we often guess wrong.



We Want to...

- Take our mental list out of the driver's seat...
- Find out what's on their mind...
- Decrease the natural sense of conflict...
- ...In a confident, relaxed manner – even if we don't feel that way.

Model for Handling Hidden Objections

- Gather Clues
(Encourage them to talk using a neutral statement)
- State possible concern clearly / directly
And then check in ←
- Suggest resolution or counter
And check in to see if accepted
- Move on to next-steps

This "check in" is magic. Even when you have not identified the issue, most people will now tell you the issue in more direct terms.



Model for Handling Hidden Objections

- **Gather Clues**
(Encourage them to talk using a neutral statement)
- **State possible concern clearly / directly**
And then check in
- **Suggest resolution or counter**
And check in to see if accepted
- **Move on to next-steps**

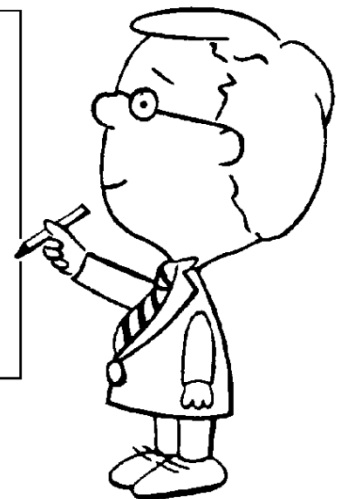
Getting Started

- Gather Clues
(Encourage them to talk using a neutral statement)



- *Tell me more about that.*
- *Tell me more.*
- *Could you say more?*
- *Say more about that.*
- *Expand on that for us.*
- *Can you give me an example?*
- *(With a commanding tone) Oh...So...?*

*Neutral
statements.
Choose one that
works for you.*



Preparing for Push Back in Training

Situation:

You'll deliver a workshop on using this model.

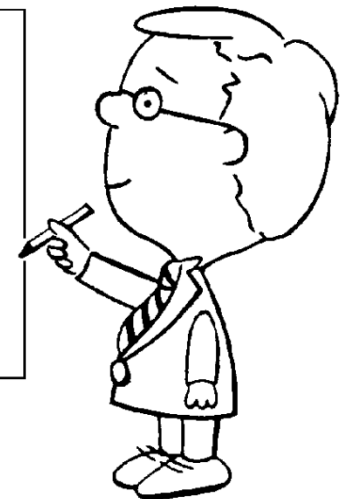
You know very little about the group but you know they've had some training on handling objections before.

What push-back might you get – what concerns might come up?

- *Won't work, not worth learning.*
- *Prefer to use a different model.*
- *Getting contradictory messages from the boss.*
- *Had trouble learning other model.*

Focus on possible concerns or push-back.

Not how you'd handle them.



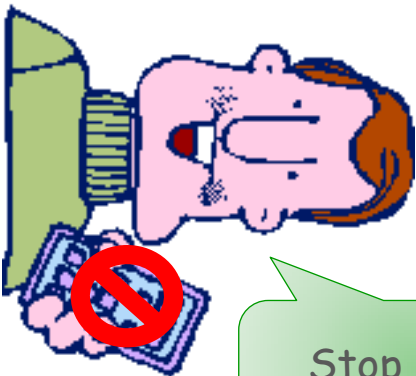
Practice: “What about feel, felt, found?”

- Gather Clues
(Encourage them to talk using a neutral statement)



What do you think you hear?

- State possible concern clearly / directly
And then check in




Stop here.
No solving!

Handling Push Back in Training

Situation:

You'll deliver a workshop on using this model.

You can prepare for concerns. You can also prepare resolutions.



Okay...
Brief discussion on
possible resolutions.

- *Value & efficacy: Try it in class, and then decide if it's worth testing on the job.*
- *For trouble learning: talk about how you'll make that easier.*



Playing With the Model

Situation:

- Large local University.
- Among all departments, locations, etc. there are approximately 60 different time-keeping systems. We kid you not...60.
- “Systems” range from paper and pencil, to time clocks, to various Excel spreadsheets, to software programs.
- University is implementing a single system for all departments, etc.
- Announcements don’t say reason for change.
- You are facilitating meetings to roll-out the system. You’ve prepared to handle questions but don’t expect objections.

As you facilitate a meeting someone says...



“Don’t you trust us?”

Practice With “Don’t You Trust Us?”

- Gather Clues
(Encourage them to talk using a neutral statement)



What do you think you hear?

- State possible concern clearly / directly
And then check in

- Fear - Control - Ego
won't usually fly

- Inconvenience - Hassle
- Won't fit needs
often will





Closing Tips...

- Gather Clues works in reverse – when you want service.
- Gather Clues works when you are completely stumped.

*That's a bit too right brained for us.
We want something completely unique and totally proven.*

- “Validate” if appropriate by mentioning clients, other people or yourself. Use “some people said” or “clients raised similar issues.”
- Bridge between that and the resolution with “and.” ~~“but”~~
- It’s not usually a matter of they say X and you say Y: It’s usually about re-examining or discussing the issues.
- If you’re totally stumped for a resolution, give the ball to the other person. “Fair enough. What would you like to do from here?”

And one more tip...

Practice the model at home!

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