

Top tips for dealing with objections to your ideas

- 1) Explore their problems. Ask open questions. Find out what their objectives are. Define their motivations so you can understand their issues.
- 2) Listen intently. Take notes. Do not jump in with a response to a objectionable person
- 3) Validate what they are saying. That is, listen and then repeat back your understanding of what they said. People feel that they are not listened to. This proves you are listening and you can start to build rapport.
- 4) Be grateful. Thank the person for giving you the opportunity improve your idea or proposal - because this is an opportunity for you to illustrate why it is a good idea and how it will help solve their problems.
- 5) Don't take it personally. Everyone is overwhelmed with work and stress. Your organisation has a vision. Each department has a strategy to work towards that vision. You are all working towards the same ultimate goal so remind yourselves of that if you need to.
- 6) Put yourself in their shoes. Try and understand their needs. This helps generate empathy which again will help you build rapport. Great problem solvers can change perspective.
- 7) Don't resist. Resisting their ideas will not lead to collaborative solutions. Has anyone ever actually **won** an argument?
- 8) If things are not getting anywhere - move to problem solving. Come back to the initial issue you are trying to address and ask them what they think should happen.
- 9) Use strategic influence. Who manages the person making the objection? Speak to them so you can understand their needs better.
- 10) Take a break. Thank them for their time and go away and mull on the issue. There is no pressure to come up with suggestions on the spot. They will also benefit from time away.

