

How to deal with resistance

For all forms of resistance

1. Know yourself – be aware of your triggers and blind spots
2. Activate your empathy
 - Adjust your level of empathy to the situation
 - Understand the other person's perspective

Light resistance

What do you see?

Doubt, joking, indifference, avoidance, discomfort

"I notice you are smiling; what are you thinking?"

What do you do?

Do nothing or gently speak about what you notice

Considerable resistance

What do you see?

Pushback, questions coming from distrust, sarcasm, disengaged behavior

"I hear some hesitation; can you tell me more about that?"

What do you do?

Explore what's going on, show empathy, and respond with feedback or clarification

"I understand your concern. Here's what I meant..."

Heavy resistance

What do you see?

Anger, personal attacks, crossing the line

"We can talk about it, but only if it's done respectfully."

What do you do?

Set clear boundaries and/or give the other person a choice