

REFRAMING: How to be Creative When you Disagree

Clarify

- Instead of preparing your response while the other person is talking ("I know this isn't going to work!"),
- **probe** for full understanding of their point of view ("Tell me more, I'm not clear...").

Confirm

- Instead of responding to unconfirmed assumptions,
- **check out your assumptions** ("Let me be sure I understand. You're saying...").

Credit

- Instead of focusing first on what you *don't* like ("You're wrong!"),
- **focus first on anything you can agree with** ("It's true it would cut costs if we shortened the average time to complete a project").

Build

- Instead of stating your concern as a barrier ("We can't shorten the time because we need that dialogue with customers"),
- **restate your concern as a potential positive outcome if addressed** ("How could we shorten the total process in a way that ensures or even enhances the quality of dialogue necessary for customer satisfaction?").