

Difficult Situations II – Questions Compiled by Managers

What you hear/observe	Possible response
Silence	<gap> what are you thinking? What have you learned from that?
<excuses> not in my job-description, not done that before, not had any training, can't do it, why, won't do it, its not allowed, haven't got time, that's your job surely, who says we have to do this anyway	We are all in this together and we need a solution. Well, let's try anyway? What further skills do you need to be feel able to do this well? What are the benefits of doing this? Why don't we explore another way of achieving success in this? Let's create time? I say this has to be done.
Tut, tut, tut	What are you hoping to convey to me by that?
They will not like that	Which aspect will they not like and which aspects are they most likely to like? Or... Which people specifically are most likely to like that?
I/we did that before and it did not work	To what extent did that work? What do we learn specifically from that?
I can't	What part of that do you think you can't do and what part of that can you do?
Why now?	It's needed for a dead-line, let's discover how to achieve that by talking this through as if it is possible?
The problem is...?	And the solution is?
Yes but...	<interrupt at 'but'> I hear the yes and that there are some details to sort out.
I do not have time	What would motivate you to create the time needed? When you break down the requirement into a timeline of tasks, what are those time needs for each task to succeed in this?
Are you sure?	What are your specific doubts about that?
It's not my job	What are the benefits of achieving this professionally?
But how?	Where would you think to start?
We are not allowed to do that	Where do you get that idea from? This is going to go forward in any case, so can we focus on the first step to achieving - what is needed now?
I need help	What can you do and what can you not do alone?
You're not listening	I hear you say that you thought I was not listening – so, what is most important that I should know?