

## 3 Phrases to Help Someone Open Up to Your Perspective

You've got something to say, but the other person isn't offering you a chance to talk or isn't receptive to your point of view. How you approach the interaction could make all the difference—and prime them to give you the time and space to share.

### Situation 1



You work in a restaurant, and your manager is planning to buy new appliances for the kitchen. They've just asked you to place the appliance order, but you have concerns. What might you say?

Select a response.

- ☐ "Well, I'm not sure this is a good idea. I've read some negative reviews about the company we're buying from."
- ☐ "Could I share my thoughts on our plan to upgrade the appliances?"

### Situation 2



You're talking about an upcoming work event with your teammate. You're in the middle of a sentence when they cut you off, excitedly saying "Oh! Did you see what Janice just sent about the budget for our design project?" How might you respond?

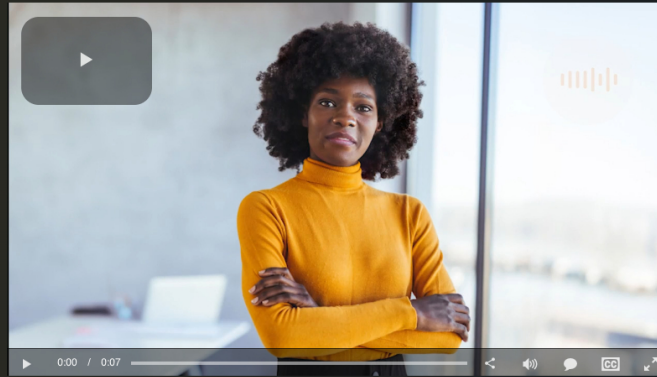
Select a response.

- ☐ "I appreciate your excitement about the project. But before we talk about it, can I finish my

point about next week's event?"



Good choice! Play the audio to hear your teammate's response.



Video Transcript

Why ask "I appreciate your excitement. But before we talk about Y, can I finish my point about X?" Leading with your appreciation or by thanking the person reinforces that you do want to hear them out eventually. But asking this question can politely refocus their attention and stop them from sidetracking the conversation long enough for you to share your complete thoughts.

To learn why the other response wasn't the best one, click Try again and select the other option. Or move on to Situation 3.

← Try again

### Situation 3



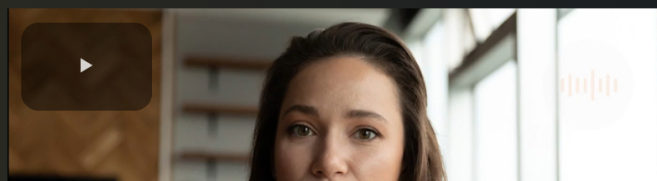
A member of your project team has been late to several important meetings and you're worried the trend will continue. You need to let them know how their behavior is impacting the team and find a solution. What might you say?

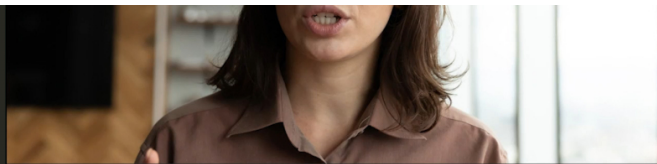
Select a response.

☒ "You've been late to our past three project meetings—can you tell me what's going on?"



Sorry, that's not the best choice. Play the audio to hear your team member's response.





#### Video Transcript

**What's wrong with that response?** Instead of just launching into a difficult conversation, give the person time to prepare so they're not put on the defensive. When they don't feel ambushed by your timing or tone, they'll be more open to hearing you out.

To learn why we recommend the other response, click Try again and select the other option.

← Try again

Close



© Franklin Covey Co. and CoveyLink. All rights reserved.