

AAA Guide to Handling Pushback

BREATHE

<p>Question or Statement</p> <p>You feel challenged by it—intellectually, emotionally, or both. It may be hostile.</p>	<p>Acknowledge</p> <p>Paraphrase, reflect back, agree if you do, or ask a question for clarification.</p>	<p>Answer</p> <p>Be brief and focus only on the question or statement from the listener.</p>	<p>And...</p> <p>Move on by reaffirming your point of view or the benefits to them, or by checking in with them.</p>