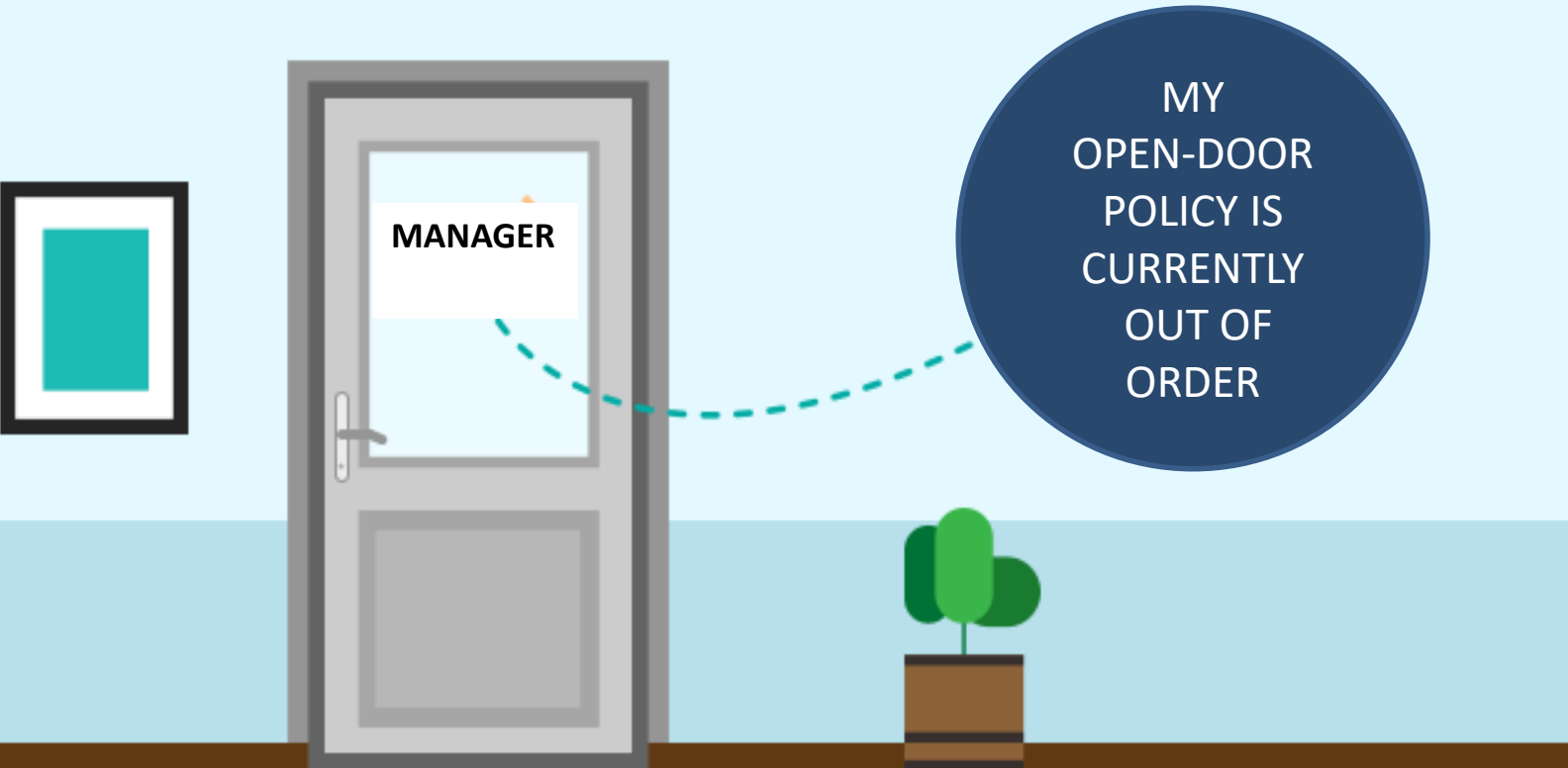


HOW TO *RESPECTFULLY*

MANAGE THE EXPECTED

INTERRUPTION



MY
OPEN-DOOR
POLICY IS
CURRENTLY
OUT OF
ORDER

TO ***PROTECT***

YOUR **TIME**

HOW TO DESTROY TRUST IN AN INSTANT

You're busy, just like everyone else. However, when someone approaches you while you're working, it's easy to come across as dismissive, uncaring and insensitive by saying:

- *"I can't help you now."*
- *"You know what to do here, so just figure it out."*
- *"How long have you been in this position?"*
- *"I'm too busy now. I'll try to find some time later to help you."*
- *"You know where to find the resources you need for this."*
- *"Can you ask someone else?"*

HOW TO
QUICKLY
ERODE TRUST

What follows is the messaging and "coach track" to successfully manage the expected interruption in a supportive, empowering way, while honoring your boundaries to protect yourself and your time from other people's continued barrage of demands or toxic behavior.



THE *LANGUAGE* OF SELF-MANAGEMENT

"Steve, I appreciate you asking for help. I'm finishing a report that I need to get to my boss in the next few minutes.

However, I want to be as supportive and responsive as I can for you and ensure we give your request the time and the attention it deserves so we can successfully work through it together."



“I know how important it is to you that we address this right now. However, is this something that demands our immediate attention and must be handled right away, or can it wait until I complete this, when I can then focus all my time and attention on you and what you need, so you can achieve the results you want?”



SUGGEST AND AGREE UPON A TIME

“Great! How about you and I discuss this tomorrow morning at 10am, when we have the time to work through your goal/challenge together without feeling pressured or rushed. This way, I can give you my undivided attention without being distracted. Does that work for you?”



BONUS

CREATING TIME FOR PEOPLE TO SELF-REFLECT STIMULATES:

1. HEIGHTENED SELF-AWARENESS
2. PROBLEM SOLVING SKILLS
3. INDEPENDENCE & ACCOUNTABILITY
4. COACHING MOMENTS



Look Inside!

During the time people are waiting to reconnect with you, they may solve the issue or create the solution themselves! This:

- Fosters accountability, problem-solving skills and **develops critical thinking *and* questioning**
- Creates less dependency on the manager
- Builds accountability, independence, confidence and self-reliance
- Enables you to get **your time and day back**, since you'll have less problems coming at you because you've empowered your people to become their own *Chief Problem Solvers!*

COACHING
SALESPEOPLE

INTO

CHAMPIONS

A Tactical Playbook
for Busy Leaders
KEITH ROSEN

A Tactical Playbook for Busy Leaders
to Develop Top Performing Coaching Cultures

SALES
LEADERSHIP

The Essential Leadership Playbook
to Coach Sales Champions, Inspire
and Exceed Your Business

KEITH ROSEN



**OWN
YOUR
DAY**

How Sales Leaders Master
Time Management, Minimize Distractions,
and Create Their Ideal Lives

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- Develop the Habit of Coaching -

The Official Language of Leadership
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