

## *How to avoid Conflicts and Stop Complaints*

### **Avoid conflicts: Stop the “but”**

The word “but” negates whatever has just been said. It’s usually used to follow good news with bad news, with the effect of invalidating the good news. By using “and” instead, the emphasis changes so the good news carries equal weight.

Say the following sentences:

- We had great feedback from your interview, **but** we have several other candidates scheduled to visit.
- We had great feedback from your interview, **and** we have several other candidates scheduled to visit.

It’s easy to avoid a confrontation by changing your “but” statements to “and” statements

### **End Complaints:**

Ask yourself, “how would I feel if I were the complainer? It doesn’t matter if you were at fault or not—the goal is to end the complaint and make the complainer feel better.

Use the three As:

1. **Agree:** I know it is frustrating that we lost the candidate
2. **Apologize:** I’m sorry I couldn’t get the site visit dates confirmed
3. **Act** (or give a plan of action): I can call the candidate, let them know how much everyone really wanted to bring them in, and maybe they will change their mind.

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