



## Navigating Intrusive People & Difficult Personal Questions

### Well With Raele Coaching Cheat Sheet

- **Why are they asking? Think of the “4Cs”**
  - Care?
  - Concern?
  - Curiosity?
  - Competition?
- Identifying this reason can help you decide how you want to answer
- How to identify their reasoning: respond to their question with a question!
  - *“Why do you ask?”*
  - *“May I ask why you want to know?”*
  - *“Can you tell me more about why you want to know? This way I can give you the most accurate answer.”* (if someone is asking something technical)
    - This allows you to understand the context of where their question is coming from. Perhaps you will be pleasantly surprised and more inclined to answer.
- **Tactic 1: Show Appreciation & Understanding**
  - Preface that you understand why they are asking or appreciate them checking in
  - That buffer shows empathy and softens your response when you let them know you’d prefer not to get into it
  - *“I understand you’re concerned but this is not something I want to get into today.”*
  - *“Thanks so much for your two cents, I know you mean well. With that said, I’ve heard a lot of different suggestions lately and would rather talk about something else now. Can we do that?”*
- **Tactic 2: Gray Rock Method**
  - The key here is to be more dull, gray, and less forthcoming than you normally would be
  - Tough to execute when you are a talker and an extrovert but can be beneficial



- *"I haven't decided yet."*
- *"I'm not sure but I'll let you know when I know."*
- *"I'll be doing \_\_\_\_ next year. Thanks for asking!"* (combo of Tactic 1 & 2)
- **Tactic 3: Diversion/Pivot**
  - If someone asks about a sensitive topic, answer vaguely and divert the conversation to something different while remaining within the same topic
    - **Example Question:** *"When do you plan on having a baby? Clock's ticking!"*
    - **Answer:** *"Let's see, not sure yet! I did meet my friend's baby recently though, she just had a baby boy a few weeks ago, and he's so cute. She named him \_\_\_\_."*
    - This is a common tactic and when done right, can be super subtle and guide the conversation in another direction
- **Tactic 4: Pick & Choose What You Answer**
  - If someone asks you several questions during a conversation, don't feel the need to answer all of them! Pick and choose what you want to speak to
  - Combine this with the diversion tactic to steer the conversation to somewhere you feel comfortable with
  - **Example Question:** *"How is school going? When are you going to finally graduate??"*
  - **Answer:** *"It's great, thanks for asking! We recently decorated campus for the holiday season and it was a fun group project."*
- Remember that there is a fine line between **natural conversation and prying**, and it is rare that people don't know when they are crossing the line.
- If someone is not being shy about being intrusive with you, **don't be shy about setting your boundaries as needed**