

## COMMON RESPONSES

- **AFFIRM:** Affirm does not mean agree. You are showing the person that you are listening and understand their concerns. This person learned their beliefs from somewhere, and it is very likely that others believe the same thing.
- **ANSWER:** Provide information about the person's concerns. Educate them about our union and how decisions are made. Point out management's role in the issue and the power dynamics at play. *Address the issue directly.*
- **REDIRECT:** Refocus on an issue that is important to the person and the consequences of not taking action. Invite them to get involved or be a part of the solution.