

PUTTING IT INTO PRACTICE:

How to remove 'Roadblocking' language

Remember your language can have a big impact on other peoples' mindset.

In our Delight training, we were reminded to use 'in the red' language to show we're taking action, demonstrating ownership & responsibility and have a focus on what we CAN DO for the customer. And to watch out for 'Roadblocking' words such as "unfortunately" or "can't", in particular, as language that can put others 'in the black'.

What can you do to help remove 'Roadblocking' language?

1. Lead through example by being more conscious of your own language – are those classic road-blocking words such as "unfortunately" and "can't" making their way into your conversations?
2. When you hear your colleagues using road-blocking language, call them out and gently remind them of our Delight training. You can do this either during face to face conversations, over the phone or using email.

Here's some response examples to help you encourage your team members to focus on what they can do.

Scenario 1 – face to face conversation

You're having a conversation face to face or over the phone and you're told by the other person what they **can't do** or **unfortunately** what they can't do.

If you can, call them out on it and ask them to reframe by reminding them of the Delight training:

Example 1

"I'm going to call you out on what you've just said and ask you: Is there anything you can do to help move this forward for me?"

Example 2

"I'm just going to call you out on that as I'm wondering if there is anything you can do to help move this forward for me, or if you can advise me of somebody who could help instead?"

Example 3

"Ok, I can tell this is a challenge. I want to call you out on that though as I'm wondering what is possible, or if you can point me in the direction of somebody else who would be able to help me instead?"

Scenario 2 – email conversation

In emails, when you're not offered solutions and presented with blame language or road-blocking language such as:

- "There's not much I can do"
- "It wasn't down to me"
- "I didn't know about it"
- "I'm not the person who deals with this"
- "Unfortunately I haven't had time to get round to it"
- "I'm sorry, but I can't get this to you by tomorrow"

Example 1

"I just want to call you out on your last email to me and reflecting back on the Delight training I wonder if you're able to give me some other options here?"

Example 2

"I'm wondering if you have another way forward for me here? I know the Delight training reminds us to offer up solutions and alternatives and if you are able to help me out here that would be great."

Example 3

"Can you offer any other options here please? I know that the Delight training prompts us to be proactive in helping each other with alternatives or other suggestions. If you are able to give me some options how to move this forward that would really help."

Example 4

"I can tell this has been a challenge for you and in the spirit of the Delight program, I'm wondering what is possible here? Do you have any other options or ways forward, or can you point me in the direction of somebody who can?"