



SPEAK UP HR — DESK ACTION CARD (WEEK 3)



WEEK 3 MINDSET: DON'T BUDGE TOO EARLY

Show conviction first! When a manager or candidate pushes back, your goal is **not** to offer an immediate compromise. Stand your ground and restate your position firmly in Round 1. Only if pushback continues do you selectively open the door to controlled flexibility in Round 2.



THE "BUT" ELIMINATION RULE

Never connect your acknowledgment to your boundary using the word "BUT"—it erases your empathy and triggers an argument. Replace it with:

- ♦ **The Clean 1-Second Pause** (Strongest & cleanest)
- ♦ **"And at the same time..."**



ROUND 1: HOLD FIRM (First Pushback)

Formula: *Acknowledge (No 'BUT')* → *[1-Sec Pause]* → *Restate Position* → **Stop Talking**

→ "I hear you, [Topic] takes time out of a busy day. [Pause] Completing [X] is our main priority this month."

→ "I see why you're worried about losing them. [Pause] At the same time, we cannot exceed our approved salary grid for this position."



ROUND 2: CONTROLLED FLEXIBILITY (If Pushback Continues)

Formula: *Acknowledge again* → *Hold Core Policy* → *Offer Alternative* → **Stop Talking**

→ "I get how tight the shift timing is. While [Core Rule] stays in place, **here's what we CAN do instead:** [Alternative]."

→ "I understand this candidate has high expectations. While the base salary is fixed, **what we CAN do instead is** [Alternative]."



THE WEEK 3 GOLDEN RULE

Anchor body → **Acknowledge (No 'BUT')** → **Hold firm in Round 1** → **Offer controlled flexibility in Round 2**