

Options for Responding to Requests

- Commit: “Yes. I will do it. I promise.”
- Decline: “No. I will not do it.”
- Commit to commit at another time: “No, I can’t commit now. Let me get back to you after I check with...” or “Let me check on my available resources. I will get back to you by a certain date. I will let you know after....”
- Slow down: “I have some questions before I can commit: What do you need and by when?”
- Counteroffer: “I can’t agree to your request as is, but I suggest the following alternative. Would X be an alternative you can accept?” For example, “I can meet your need if you accept delaying another project.”
- Contingency: “If I can’t meet my agreement, I will let you know and find a backup.”