

## Module Six

### When You Encounter Resistance

*This framework can be used to help you to assess what you experience as resistance.*

<b>Challenge</b>	Is the current situation worth your effort? Is the person in a position to change?	If not, don't waste your time, ignore it or address it in a different way.
<b>Understanding</b>	Does the person understand the need and what should be done?	If not, provide feedback with observable data and focus on clarifying goals and desired results.
<b>Want to</b>	Does the person want to make the change?	If not, support motivation and work with the resistance. If necessary, change consequences that follow performance.
<b>Able to</b>	Does the person know how to make the change or are they able to do it? Could the person change if he or she wanted to?	If not, provide training, coaching and practice. If still not able in a position, change job requirements or transfer.
<b>Supported to</b>	Are there barriers/obstacles in the way of achieving goals?	If yes, remove barriers and provide support.