

Mary Reynolds

WHAT, IF, WHEN METHOD



01

Cool your jets!

Before you blow this whole thing to smithereens, take a chill pill and cool your jets. Slow down, kick back, and realize you're missing some key intel. It's like trying to do algebra with only half the numbers! CHANGE YOUR VIBE!



02

Ask "What" not "Why"

When facing monumental explosions, forget playing detective and asking "Why?" Instead, stick to the script and ask "What?" What triggered this big upset? What is at the heart of it? Leave the psychoanalysis to the professionals!



03

If they don't know, ask "If"

So, if you're met with those blank stares and shoulder shrugs, don't sweat it! Instead of pulling teeth for answers, try this gem: "If you did know, what might it be?" It's like sleuthing your way to the heart of the problem!



04

Still don't know, say, "When"

If they still don't know, gently say, "When you do know, I want you to come tell me." Let's put a pin in it for now and get back to what we were doing for now. If they haven't come back by the end of the day, go back and ask again.

