

Answering Hard Questions in Advocacy

NCJW[®]

National Council of Jewish Women

Introductions

In the chat box:

- Name
- Section
- One hard question that's come up in your advocacy work

Agenda

1. Introductions
2. Context of training
3. AAR Model
4. “Whataboutism”
5. FFF Model
6. Wrap Up & Close

When & Why

- When do hard questions come up in our work?
- How have you responded to them?

Types of Questions

- Difficult, but sincere
- Insincere, intended to derail
- Gap between what they value and taking action

Best Practices

- Vulnerability
- Honesty
- Use personal stories
- Be patient
- Show respect
- Acknowledge conflict
- Appeal to values
- Seek understanding

AAR Model

- **Acknowledge**
 - Demonstrate understanding or empathy
- **Answer**
 - Factual, straightforward & short
- **Redirect**
 - Refocus back to your main points or conversation

“Whataboutism”

- Personal story contrary to concern
- Acknowledge concern
 - Don't legitimize concern
- Redirect
 - “I hear that you're concerned, but it's really important that we stay focused on...”

Feel, Felt, Found

- **Feel**
 - Demonstrate empathy
- **Felt**
 - Connect by sharing past personal experience
- **Found**
 - Share how you have changed now to the contrary of their objection

Practice!

In your groups, either use the examples given or come up with your own questions. From there, determine what format you would use to answer and form an example answer.

Keep practicing until we come back together.

Wrap Up

- Further questions?
- ari@ncjwdc.org