



# Response Readiness

How to Collaborate Effectively on Complex Challenges



## Complex Challenges

Working on complex challenges requires collaboration between smart people. But when smart people collaborate, it's hard to get agreement.

Smart people want to solve problems in real-time before uncovering the deeper issues. To be more effective, you need to understand your natural response type and adopt a new approach.

[Learn how below >](#)

## Response Types

Everyone has a natural response type that effects how well you collaborate. Which one are you?

**01 TELLER**  
You deliver value by providing solutions in the moment. You think you always have "the answer."

**02 ACCEPTER**  
You deliver value by being responsive to client demands. You think you need to avoid conflict.

**03 GUESSER**  
You deliver value by anticipating needs quickly. You think you have amazing intuition.



## Slow Down to Speed Up

### Be A Discoverer

Deliver value by asking questions that go below the surface, translate what you hear, and persuade to take action.



#### LEAD

Lead a Discovery Conversation using open-ended questions to uncover deeper issues below the surface.



#### TRANSLATE

Test your assumptions by restating, or translating, what you've heard, and asking if you understand correctly.



#### PERSUADE

Persuade to take action by confidently selecting the exact response that resolves the deeper issue you uncovered.

#### PRO TIP

Whoever is asking the questions in a meeting is actually leading the meeting; so take charge by asking better questions.

“ Since White Rabbit’s Response Readiness training was introduced, collaboration amongst internal and client-facing teams has improved dramatically. We no longer jump to solutions. Now we dig deeper into the issues that exist below the surface. This has resulted in reduced re-work among internal teams and decreased client escalations that hurt client experience.



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