# When you don't know the answer yet

You don't need the answer on day one. Four things to do in the first 24 hours, and four ways to answer.

**1** **Thank them, and take it seriously.**
"Thanks for telling me, I want to get this right." No questions about the diagnosis.

**2** **Ask what gets in the way.**
"What's making it hard, and what would help?"

**3** **Start what you can today.**
A temporary change, a trial, a quieter desk for now.

**4** **Give a date, and say who decides.**
"I'll come back to you by Friday. If it isn't my call, I'll tell you whose it is."

## Four ways to answer

### Yes
Say when it starts. Then write it down.

### Part yes
Agree what you can today. Set a date for the rest.

### Not yet
A trial for a set time, with a review date.

### A different step
Another step that removes the same barrier. Say why.

> **A no is only ever to one step.** The conversation about what would help carries on.

**Going further.** The Margin is a small paid working session on Wednesday 27 January 2027, for twenty people. You leave with your own adjustments process mapped and the templates to fix it. hughokeeffe.com/the-margin

**From The Small Print**, a free monthly session for managers and HR on what to do when disability comes up at work. Hugh O'Keeffe, Disability, Access and Inclusion Consultant. hughokeeffe.com. I'm not a lawyer and this isn't legal advice. Use it as a way in, and get advice on anything already in dispute.