



Pivot Questions and Answers or

“P. A. U. S. E.”

Pause

Assess the Question—listen to the entire question (ask to repeat or clarify)

Understand What Core message is closest to the topic of the question

See an opportunity to bridge to connect

“It seems the more important issue is...”

“It would be more accurate (or correct) to say...”

“Here’s the real challenge/problem...”

“What I’ve said comes down to this...”

“Let me emphasize again...”

“What matters most in this situation is...”

“While _____ is important, it’s also important to remember that...”

“And that reminds me...”

“Before we leave this subject, I need to add...”

End with your key message or frame

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