**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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