

Discussion Deflectors

How to Buy Time to Protect Yourself without Squashing Anyone Else

Verbal Deflectors:

- How interesting.
- I can see how you might say that (think that way).
- I never thought of it that way.
- I think I understand what you mean. I feel differently. I...
- I don't think I've ever heard anyone express that view exactly.
- I can understand how you might be concerned with...
- Hmmmm.
- I'm sorry you feel that way.
- I've heard people say that.
- You've got a point.
- That might take more time than we have now. Perhaps meet me after...
- Why do you need that information? I'm curious... OR What makes that important to you?
- I'm sorry, that's personal. (And then use 'broken record' - "I'm sorry, that's personal"). We don't have to answer every question. Answer a question with a question: Why would you ask that? Your question prompts me to ask you something first...

Stay conversational, not lecture. Stay matter-of-fact. Stay calm, centered, confident. Avoid sarcasm.

Respond rather than react.

Be silent with a reflective gaze rather than stall with possible impulsive judgmental phrases. OR answer with seeming reluctance.

Nonverbal Deflectors:

Body language is used to indicate a desire to cooperate. You want to come to an agreement. BUT, you don't have to agree.

- Take out calendar; look for date to discuss further when "I can give this all the attention it deserves." "Let me think about this and get back to you on...."
- Take off glasses. Put on glasses.
- Keep body language neutral and confident.
- Keep eye contact.