<table>
<thead>
<tr>
<th>STRATEGY</th>
<th>PHRASES</th>
</tr>
</thead>
</table>
| Including someone in the conversation | • You look dubious (Liz)  
• What do you think, Liz?  
• Any thoughts, Liz?  
• You’re very quiet, Liz. |
| Adding something to the argument  | • Not to mention...  
• And of course, there’s always...  
• And don’t forget...  
• And let’s not forget... |
| Stressing an important point     | • That’s exactly/precisely what I was trying to get at.  
• That’s exactly/precisely what I mean.  
• That’s exactly/precisely what I was saying |
| Encouraging someone to continue  | • Carry on (Liz). You were saying?  
• What were you about to going to say, Liz?  
• So...?  
• How come?  
(NB In this expression you mean you want the other person to explain further) |
| Justifying what you say           | • All I’m saying is...  
• What I’m trying to say is... |
| Getting the conversation back on track | • Anyway, (assuming you do want promotion).....  
• To get back to what I was saying (about promotion)...  
• To get back to the subject...  
• Anyway, getting back to...  
• Well, the point is... |
| Saying you agree with someone     | • I’m with you/Jack on that (point)  
• I’d go along with that (in general) |
| Conceding someone is right       | • You’ve got me there!  
• You’ve got me on that point.  
• I think you may be right, there.  
• Well, I can’t disagree with that. |
| Disagreeing politely              | • Oh, I don’t know about that.  
• Well, I’m not sure about that  
• Actually, I’m not sure you can say that.  
• I’m not sure I/I’d agree with that.  
(NB Substitute the word "that" for the idea being referred to. ) |
| Asking someone to say more about a topic | • By (provision), you mean...?  
• What do you mean exactly by (provision)?  
• What do you mean when you say (provision)? |
## HESITATION STRATEGIES

<table>
<thead>
<tr>
<th>Techniques</th>
<th>Examples</th>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pretend you haven’t heard</td>
<td><em>Pardon?</em> <em>Sorry?</em> <em>Eh?</em></td>
<td>Simple – only one word to remember.</td>
<td>Everyone does it.</td>
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<td>Repeat the question</td>
<td><em>You mean…what is forty-five divided by nine?</em></td>
<td>Lots of thinking time.</td>
<td>Can you remember the question?</td>
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<tr>
<td>Use delaying noises</td>
<td><em>Well…</em> <em>Um…</em> <em>Er…</em></td>
<td>You can use them several times in the same sentence.</td>
<td>If you use them too often you sound stupid.</td>
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<tr>
<td>Use <em>it depends</em></td>
<td><em>It depends.</em> <em>It depends on (the situation).</em></td>
<td>You will sound intelligent. (Stroke your chin at the same time).</td>
<td>You can only use it when there is more than one possible answer.</td>
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</tbody>
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