



The hold button of Killer Phrasedom. Your great idea will be handled in sequence by the next available naysayer.

a/k/a: "That's a subject for another meeting."

"Let's put that on the back burner."

"That's interesting, BUT..."

Defusing Strategy:

Confirm that you are on hold, not disconnected, with the appropriate line of questioning.

Clarify the reason. Find out whether this is a delay, a lack of time or a legitimate need to confer. Is there an advantage to the delay? Does the boss have to check things out?

Clarify the situation. Agree on the need for input. Explain that you can't do anything until you get it. Is there anyone else who can provide this information or is this person the single, final authority? Offer to help gather any additional information required.

If you need to say "I'll get back to you" to someone, define your reasons for the delay. Also specify when you will respond. "I'll get back to you by Tuesday" is a delay, not a Killer Phrase.