

QUESTIONS / SOCKOS

Mirroring, Bridging, Refocusing, Flagging

The real issue here is...

I'd like to emphasize...

Let me begin with...

I'd like to focus on...

Cherry Picking

The most important point you raise is...

Our main concern now is...

Your question raises the important issue of...

Your question is important, but right now we have to...

Small Concessions

Perhaps... but we're working on...

That may be part of the reason we're...

I understand your concerns...

I can see how someone might get that impression...

Telescoping

All our customers are treated with respect...

Everyone will benefit in several ways...

Our history in this area is...

Microscoping

One case where this did work was...

Ms. Bloggings benefitted from this plan...

I was talking to one affected person who said...

“Generally, the efforts to calculate the risks and benefits of technology have failed to predict the political and social acceptability of risk” (Nelkin, Dorothy, 1985)