

THE MOVE: **Flattery**

What They're Doing: **Complimenting the questioner and/or question as a deflection.**

HOW THEY USE IT



That's a great question senator. We're so glad that you're looking into this issue because we share your concern. I don't have those numbers right in front of me but I can certainly work with you on that. Thank you for your question, I really appreciate you taking an interest in this program.



TAKING BACK CONTROL

Thank you. **Which day** later this week or next week **can you provide me with an answer to my question** by telephone or email?

I'm glad that you agree with me on this. Is there **any way I can get an answer to my question** before we end this hearing? Is there **someone you can go call** and then return with an answer?

THE MOVE: **“We Already Do That”**

What They're Doing: **Trying to make it seem that they're already addressing what you are requesting. In reality, they may only do a small part or not at all.**

HOW THEY USE IT



That's a great bill, Senator. No one is tougher on welfare fraud than us. You really don't need to waste your valuable time with this bill since we already do all those things anyway. It really is a great idea but fortunately we already do it.



TAKING BACK CONTROL

That's great. Let's make sure **your great work is recognized by getting it codified in law.**

Fantastic news. Since you already do this, **it won't create any new work for you.** We'll go ahead and **get that done right now.**

THE MOVE: Firehose Strategy

What They're Doing: **Using lots of words to avoid saying anything at all.**

HOW THEY USE IT



I can say with absolute certainty that the number that you're looking for is something that is a very important indicator of the status of our performance and management evaluation. I'm positive that as we evaluate our ongoing position of our project status throughout the next three quarters, we'll have a clear ability to be proactive in our dialogue and synergy around that very topic. I will be sure to keep you updated.



TAKING BACK CONTROL

I didn't hear a **clear response to my question.**

I appreciate the offer to keep me updated, and I'll take you up on that. In the meantime, **before we leave here today, would you please provide me with the answer to my question?** I understand if you have to estimate and then confirm the number when you return to your office.

THE MOVE: Burning Daylight

What They're Doing: **Time is on their side, so they're running out the clock.**

HOW THEY USE IT



I understand that your bill is being heard in two weeks, but unfortunately our antiquated computer system just will not allow us to provide that information to you until sometime next month. Sorry. I wish we could be more helpful.



TAKING BACK CONTROL

What else can you provide me that will answer my question?

What day will the **data be ready?** Can you **please show me the timeline** for delivering what I requested?