PAUSE.
ASK.
PROTECT.

CONVERSATION STARTERS

Simple ways to pause, ask, and protect.

To Gently Slow Things Down
- Would you like to take a moment before we move forward?
- We can pause here if you'd like to think it through.

To Understand the Situation
- Would you tell me a little more about what this is for?"
- How did you hear about this?

To Introduce a Second Opinion
Have you had a chance to talk this through with someone you trust?
Sometimes it helps to get a second opinion. Would you like to do that first?

When Something Feels Urgent
It sounds like this feels time-sensitive. What's the timeline they gave you?
If someone is asking you to act quickly, it's okay to take a step back first.

If the Member Seems Unsure or Confused
It's completely okay to ask questions. That's what we're here for.
We can take a closer look together before anything happens.

To Offer Reassurance Without Alarm
You're doing the right thing by taking a moment to check.
We see situations like this sometimes, and it's always okay to pause.