Using Positive Verbal Communication Answer Key

In the table below, the left-hand column presents phrases with a negative tone. The right-hand column contains alternative phrases that are more positive. The improved phrases are only examples. They do not include all of the phrases that could apply.

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| COMMONLY USED PHRASES | IMPROVED PHRASES |
| 1. “I’ll try...”
 | 1a. “I will…” 1b. “I can…” |
| 1. “As soon as possible.”
 | 2a. “Immediately after…” 2b. “I’ll start right now…” |
| 1. “Our policy is...”
 | 3a. “We like to…” 3b. “We follow guidelines that…” |
| 1. “Why didn’t you..?”
 | 4a. “Could you tell me why…”4b. “Could you help me understand…” |
| 1. “I’m just...”
 | 5a. “I am…”5b. “I can…” |
| 1. “There’s nothing I can do.”
 | 6a. “I can help you with…”6b. “I can look into…” |
| 1. “You can’t...”
 | 7a. “You can…”7b. “I can show you other…” |
| 1. “We can’t...”
 | 8a. “We can…”8b. “We are happy to…” |
| 1. “You should have...”
 | 9a. “You could also have…”9b. “You could also consider…” |
| 1. “There is no one here to help you.”
 | 10a. “Someone will help you…”10b. “I will get someone to…” |
| 1. “I’m sure no one is working on your issue.”
 | 11a. “I will look into your issue…”11b. “I will find out who is…”11c. “I will get more information on…” |
| 1. “You don’t have an appointment today."
 | 12a. “Your appointment is for…”12b. “I see you have an appointment on…”12c. “Can we reschedule…” |