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…” |