



Words and Phrases to Avoid

I Need / I Want you to.....

You have to

I Can't / your Can't.....

I'll try

Don't Ask

I don't know

No Choice

Waiting List

Let me Think It Over

Never Again

Check on you

But

Must

Policy

Delay

Wait

Lost

Delay

Cannot

Neglected

Forgot

No

Phrases and Words that Calm

I (we) made a mistake

I understand your concern

I apologize for (be specific)

How can I help?

What would you like me to do?

Here is what I can do

Which do you prefer?

I can see why....

As you requested

Complete Satisfaction

Want to work with you

However

Will / Willing

Able / Unable

Options

Pledge

Thanks

Can

Ready

Eager

investigate

Pride