

*Supplement to:*

*Respond with Confidence: The Business Owner's Blueprint for  
Handling Difficult Situations*

# Don't Say That... Say THIS!

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*A free resource guide that teaches  
you what NOT to say.*

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POOR COMMUNICATION	EFFECTIVE COMMUNICATION
Do you understand?	<ul style="list-style-type: none"><li>✓ Does that make sense?</li><li>✓ How does that sound?</li><li>✓ Perhaps there was a misunderstanding.</li><li>✓ As I remember it, _____.</li><li>✓ I remember it differently. I recall _____.</li><li>✓ My notes show that we discussed _____.</li></ul>
I always _____.	<ul style="list-style-type: none"><li>✓ I consistently _____.</li><li>✓ I usually ____, so the fact that I didn't is so odd.</li></ul>
I am busy right now.	<ul style="list-style-type: none"><li>✓ I am just finishing up with something. I will message you/respond as soon as I can.</li><li>✓ Will you be available tomorrow at {{time}} to chat? I am currently in the middle of something that I cannot get away from.</li></ul>
I am not sure. I do not know.	<ul style="list-style-type: none"><li>✓ Let me investigate _____.</li><li>✓ I will get that answer to you no later than {{date/time}} by {{method}}.</li><li>✓ I'm looking into that to get an answer for both of us {{or you}}. Stay tuned!</li></ul>
I can't do anything about this.	<ul style="list-style-type: none"><li>✓ Unfortunately, there is not much that can be done about this because _____.</li><li>✓ Sadly, there is no alternative right now that I can think of. But I have not given up trying to come up with something that makes sense.</li></ul>

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I can't promise you anything.	<ul style="list-style-type: none"><li>✓ I will do my best to see what can be done.</li><li>✓ This is a tough situation that may not have a clear resolution. I'll keep you in the loop. Let me investigate/double check with {{an expert}}.</li></ul>
I cannot do that now.	<ul style="list-style-type: none"><li>✓ I will schedule this for {{time}} and {{day}} when I have more time to focus on it. Sound good?</li></ul>
I do not know what happened.	<ul style="list-style-type: none"><li>✓ I must look into why this happened in this way. I'll get back to you with an answer {{date, time}}!</li></ul>
I do not understand.	<ul style="list-style-type: none"><li>✓ Can you tell me more about _____?</li><li>✓ Could you explain why/how _____?</li></ul>
I don't like _____.	<ul style="list-style-type: none"><li>✓ I prefer _____.</li></ul>
I have a million things to do.	<ul style="list-style-type: none"><li>✓ I have {{number}} tasks I need to complete today.</li><li>✓ Even though my plate is full, my only urgent tasks are_____.</li></ul>
I never _____.	<ul style="list-style-type: none"><li>✓ I try to avoid _____.</li><li>✓ I don't usually _____.</li><li>✓ I try not to _____.</li></ul>
I told you _____.	<ul style="list-style-type: none"><li>✓ As we discussed, _____.</li></ul>
I was not given enough information.	<ul style="list-style-type: none"><li>✓ More information is required to _____.</li></ul>

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I will not ____.	<ul style="list-style-type: none"><li>✓ At this time, the company policy is ____.</li><li>✓ Unfortunately, I am unable to {{action}} at this time.</li></ul>
I will try. I will try to get that for you.	<ul style="list-style-type: none"><li>✓ I will {{action}} by {{date, time}}.</li><li>✓ Let me look into that to see if it is possible.</li><li>✓ I am not able to ____ at this moment.</li><li>✓ I will get that done for you by {{date, time}}.</li></ul>
I'll get back to you.	<ul style="list-style-type: none"><li>✓ You will get an answer from me by {{date}}.</li></ul>
It is not my fault. It is out of my control.	<ul style="list-style-type: none"><li>✓ I had no control over this, but I will personally make sure it is resolved for you.</li><li>✓ In this situation, we need to get {{person}} involved to achieve a resolution.</li></ul>
It is not my job/ responsibility.	<ul style="list-style-type: none"><li>✓ Let me see if {{person}} can assist with this. It is their area of expertise.</li><li>✓ I will forward this to {{person}} to take care of and will follow up to make sure it is done. You'll hear back from me about this on {{date}}.</li></ul>
It is not possible. That is impossible. I/We cannot do that.	<ul style="list-style-type: none"><li>✓ We have two choices to handle this. Choice one is {{this}} and choice two is {{this}}. I believe choice ____ is best.</li><li>✓ Sadly, that cannot work in this case because ____.</li><li>✓ Regrettably, we do not have this service.</li><li>✓ Unfortunately, that is not feasible for several reasons: {{reason 1}}, {{reason 2}}, {{reason3}}.</li></ul>

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No one else is having an issue/complaining.	<ul style="list-style-type: none"><li>✓ I know it is frustrating. Here is how we can make this better.</li><li>✓ I know you're frustrated. Let's try this instead.</li></ul>
No one is here to help you now.	<ul style="list-style-type: none"><li>✓ I am going to make a note of this and get it to {{person}} for resolution. I will follow up as well to ensure it is resolved.</li></ul>
No, I cannot/do not do that. Nothing can be done.	<ul style="list-style-type: none"><li>✓ While that is not a service I currently provide, let me see if I can get {{person}} to assist you with it.</li><li>✓ Sadly, we have hit a dead end on this. Perhaps I can suggest _____.</li></ul>
Perhaps/maybe _____.	<ul style="list-style-type: none"><li>✓ It may work if I/we {{action}}. Let me look into that now.</li></ul>
Please pay by _____.	<ul style="list-style-type: none"><li>✓ Please process your invoice by {{date}}.</li></ul>
This is the way it must be.	<ul style="list-style-type: none"><li>✓ I believe, in this case, this is the best course of action.</li></ul>
Until I receive your payment, work on this project stops.	<ul style="list-style-type: none"><li>✓ Once your invoice is processed, we can resume the work on {{project}}.</li></ul>
What did you say?	<ul style="list-style-type: none"><li>✓ I remember you mentioning _____.</li><li>✓ Can you remind me what you said about _____?</li></ul>

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What else do you need?	✓ Can you provide bullet points of what is still outstanding so we will have it all in one place?
Why did you do/say that?	✓ This is a tough situation. Let's discuss it and see what can be done to rectify it. ✓ Can you tell me more about what you meant when you said _____? I want to make sure I understand.
Why do you insist on _____?	✓ Can we stay open to _____? ✓ Let's both stay open to the possibility of _____.
Why would you _____?	✓ Did you _____? Can I ask why?
You are not understanding/ did not understand me.	✓ Perhaps we can look at it this way: _____. ✓ Let me try to explain another way. ✓ Let me see if I can help you or direct you to someone to resolve this.
You are wrong. You are mistaken about _____.	✓ There seems to be a misunderstanding. Let me see if I can clear it up. ✓ The best way to resolve this would be to _____.
You told me _____.	✓ My understanding is _____.