**Using Positive Verbal Communication**

The left-hand column in the table below presents phrases that have a negative tone. Use the right-hand column to write out one or more phrases that indicate the same response but use a more positive tone. The first answer has been provided as an example.

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| COMMONLY USED PHRASES | IMPROVED PHRASES |
| 1. “I’ll try...” | 1a. “I will…”  1b. “I can…” |
| 1. “As soon as possible.” |  |
| 1. “Our policy is...” |  |
| 1. “Why didn’t you..?” |  |
| 1. “I’m just...” |  |
| 1. “There’s nothing I can do.” |  |
| 1. “You can’t...” |  |
| 1. “We can’t...” |  |
| 1. “You should have...” |  |
| 1. “There is no one here to help you.” |  |
| 1. “I’m sure no one is working on your issue.” |  |
| 1. “You don’t have an appointment today." |  |