

Correcting Negative Communication

Using the concepts given in Figure 3-2 of the text, list alternative positive phrases for each of the negative ones. Compare your responses with one or more classmates.

NEGATIVE	POSITIVE
You don't understand.	_____
You'll have to . . .	_____
You don't see my point.	_____
Hold on (or hang on) a second.	_____
I (we, you) can't . . .	_____
Our policy says (or prohibits) . . .	_____
You'll have to . . .	_____
That's not my job (or responsibility).	_____
You're not being reasonable.	_____
You must . . .	_____
You should . . .	_____
What you need to do is . . .	_____
Why don't you . . .?	_____
You're wrong (or mistaken).	_____
You aren't listening to me.	_____

Listen to me.

I never said . . .

In my opinion . . .

What's your problem?

The word *problem*.

Do you understand?

Are you aware . . .

The word *but*.

The word *no*.

Global terms (*always, never, nobody*).

Endearment terms (honey, sweetie, sugar, baby).
