

POWER PHRASES

- Use power phrases that include an element of:
 - » Truth
 - » Consideration
 - » Objectivity
- Cast everyone in as favorable a light as possible.
- Limit your use of emotionally charged words like “love/hate,” “axe to grind,” or “gossip.” If you can’t be positive, at least be neutral.
- Practice using any of the following power phrases in good times (i.e., every day conversations), so they will naturally roll off your tongue in bad times.
- When delivery power phrases, avoid using up-talk—i.e., ending sentences with a rising intonation. You’ll come across insecure as if you’re asking a question rather than making a declarative statement.

POWER PHRASES:

1. I wouldn’t say that. Here’s what I can tell you...
2. Not exactly, let me explain...
3. Let me give that some thought.
4. It’s been my experience that the best approach for us is...
5. I understand your concerns, and I want you to feel comfortable talking with me. However, my preference is for us to...
6. It’s too early to say for sure; let’s talk about where we’re at right now.
7. I can’t speak to all that, but here’s what I can tell you...
8. I’m more than happy to talk about what’s appropriate...
9. Let’s speak favorably about... (this project, etc.)
10. First, let me clarify...
11. Let me give you an idea of where we’re at...
12. It’s too early to say...
13. Let’s go back to...
14. If that turns out to be the case, then I’ll take action...
15. I wish I could. Here’s what I can do instead...
16. That may be so. However, my preference is for us to...
17. I prefer to think positively about this issue.
18. Thanks for sharing your concerns. Help me understand how I can help you deal with this issue.
19. Right now, we need to focus on this issue.