



Dealing With Difficulties

Avoid Trigger Words

Communications Seminar

Avoid

- You
- Why
- Have To
- Can't
- Try
- But
- Sorry
- Always/Never

Use

- "I..."
- "Tell me more..."
- "Willing to..."
- "Unable to..."
- "This is what I can do..."
- "...and..."
- "...apologize..."
- "Sometimes it seems..."