

TRUST BREAKING PHRASES

Phrases make the person feel that you do not care. They put distance between you and the person.

Maybe; But; NO!

You Should; It should

Obviously; Unfortunately

To tell you the truth

It's too much work

I believe; Like I said

You don't understand

It's not my job

It's too much paperwork

I'll try; I'll see

ASAP

Probably, Possibly

I can't do that

I might; I think

We're too busy for that

That won't work

TRUST BUILDING PHRASES

Phrases that make them feel that you are naturally "taking responsibility" and you care!!

Their name

I will (can) help you

I'd be glad to help you

I'd be happy to do that for you

I made a mistake. I apologize

I'll get right on it

I understand

I appreciate how you feel

May I ask you a few questions so we can resolve this together?

Please

Thank you

I'll do it for you personally



FOR YOUTH DEVELOPMENT®
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VALUES IN ACTION



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LISTEN EXPRESS ASK DECIDE

LISTEN TO UNDERSTAND

Use their name (avoid interruptions)

Listen for their feelings and acknowledge with respectful tone

EXPRESS A WILLINGNESS TO HELP

Tell them you will help:

"I will help you with this...or ... I am happy to help you ...or ... I can help you ...or ... I want to help you ...or ... I am going to check this for you ...or ... I will look into this for you ...or ...I am going to work on this for you."

Gain control respectfully to solve the issue:

"May I please ask you some questions?"

Use Empathy



ASK QUESTIONS TO IDENTIFY THE ISSUE(S) AND AGREEMENTS

Duplicate what they said ("So what you are saying is...")

Ask open and closed questions to uncover the real issue

QUESTIONS THAT HELP GET TO THE REAL ISSUE

Open Questions:

What can I do to help you?

What needs to be done?

What do you think is the problem?

What can we change now to improve this situation for you?

What is the most important thing to you now?

Please tell me your most immediate concern.

What do you think is the root of the problem?

How can this situation be resolved?

Closed Questions:

Is that correct?

Do you agree?

Will you explain so that I can help?

Can you elaborate on that?

DECIDE WHAT AGREEMENTS TO MAKE

Make an agreement to take action:

"Here is what I will do."

Or "Will you agree to do this...?"

(avoid compromise if possible)

Are you willing to make this agreement?

Is this an agreement you can keep?

Use their name and say "thank you!"

EMPATHY:

is an expression in words, tone and actions that acknowledges emotions of another and the impact of a situations has had on that person.

EMPATHY:

Acknowledge Feelings in Words and Tone

I understand how that might upset you

I appreciate how you feel

I can understand your frustration- I would feel the same if I were you

I'm sorry to hear of the inconvenience this caused you

Yes, that sounds like a disappointment

You have every right to be upset

I share your concern-it happened to me, too

You have been very patient, thank you

I certainly do see exactly what you mean

Yes, you are correct-your frustration is justified

I would feel that way too, if it were me

We did not intend this to be a headache for you

I can understand/appreciate your feelings about this



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