# Turning Negative to Positive

Instead of: Try Saying:

“Do not include….“ “Only include…”

“We are not happy with this.” “We would rather see…”

“I cannot speak for them.” “They can speak for themselves.”

“I don’t know.” “Let me tell you what I know … If you need more information, I’ll find out for you.”

“I wouldn’t say that.” “Here’s what is important:”

“Is not eligible” “Here is what’s eligible …”

“No comment … “ “Here’s what I can tell you …”

“May not make changes …” “Changes are limited to …”

“We are not affiliated with …” “Our affiliations are with …”

“May not make changes …” “Changes are limited to …”

“It’s against company policy …” “Our policy is to always...”

“That’s not true …” “Here’s what’s true …”

“The organization does not plan to...” “The organization plans to …”

“We won’t have the funding …” “Funding will be limited.”

“The ingredients are not toxic ...” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

“It never happened …” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

“It wasn’t a good idea then, and it isn’t any \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

better now.” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

“We never expected … …” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

“We couldn’t have known …” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_