

You can't build relationships with a hammer.  
-Anonymous

Mistakes are like gold in the mine.  
-Juran

# Tongue Fu!®

Words to Lose	Words to Use
But (Cancels)	And (Connects)
Should (Criticizes)	Next Time (Coaches)
Have To (Orders)	Please (Requests)
Can't (Deprives)	Can – as soon as... (Devises)
Don't (Says Not To Do)	Please do (Says To Do)
Never, Always, Only (Goes to Extremes)	Offer details (Focuses on Specifics)

## TIPS FOR POSITIVE PHRASING

Don't like how someone is acting? Be sure to use positive phrases to ask for what you *want* rather than telling people what you *don't want*. Why is this so important? The mind doesn't register the words "stop", "don't", "not", and "won't". It imprints and produces what it hears, which means negative words produce negative behavior...even when prefaced by a command to *stop* doing them. We will get better receptivity and results if we make requests rather than reprimands.

Negative	Positive
Stop interrupting me.	Please let me finish.
If you come in late again, you're going to be in trouble.	Please be at your desk by 8 a.m., ready to take phone calls.
Your work area is a mess.	Please organize your desk so we can find files if you're not here.
I'm tired of you yelling all the time.	Please speak to me with respect.
You better not lie to me.	Tell me exactly what happened.
This handwriting is illegible.	Please write so people can read your notes.
I hope I don't forget his name.	I'm going to remember his name

Common courtesy isn't.  
- Tongue Fuism

*We chose the words, and  
yeah, we drew the line.  
-Bruce Springsteen*