

Not sure how to respond?

Make the first response positive



Request/Question

If your answer is...



Yes

Use positive language

“Certainly”
“Absolutely”
“Of Course”
“Definitely”
“Sure”

Not Sure / Maybe

Action Language

“I’ll check”
“Let me look into...”
“I can speak to...”
“I’ll investigate...”

No

Template 1>2>3™



Say ‘no’ like a pro – deliver it in a positive way

Template 1 > 2 > 3™

1

Explain what you CAN DO

- ✓ Give the best solution, options and alternatives
- ✓ Focus on what is possible and a way forward
- ✓ Say something positive, constructive or empathetic

2

Clarify why you’re saying NO

- ✓ What are you unable to do
- ✓ What is not possible
- ✓ Give the disappointing or upsetting news

3

Give any additional ideas or suggestions

- ✓ Sell the benefits of what you’ve offered
- ✓ Agree on the next step(s)
- ✓ Say something positive, constructive or empathetic

Make it a Positive 1st Response™ every time!

Turn a complaint into gold

Use it as an opportunity to improve



Complaints & Criticism



Glad > Sure > Sorry™



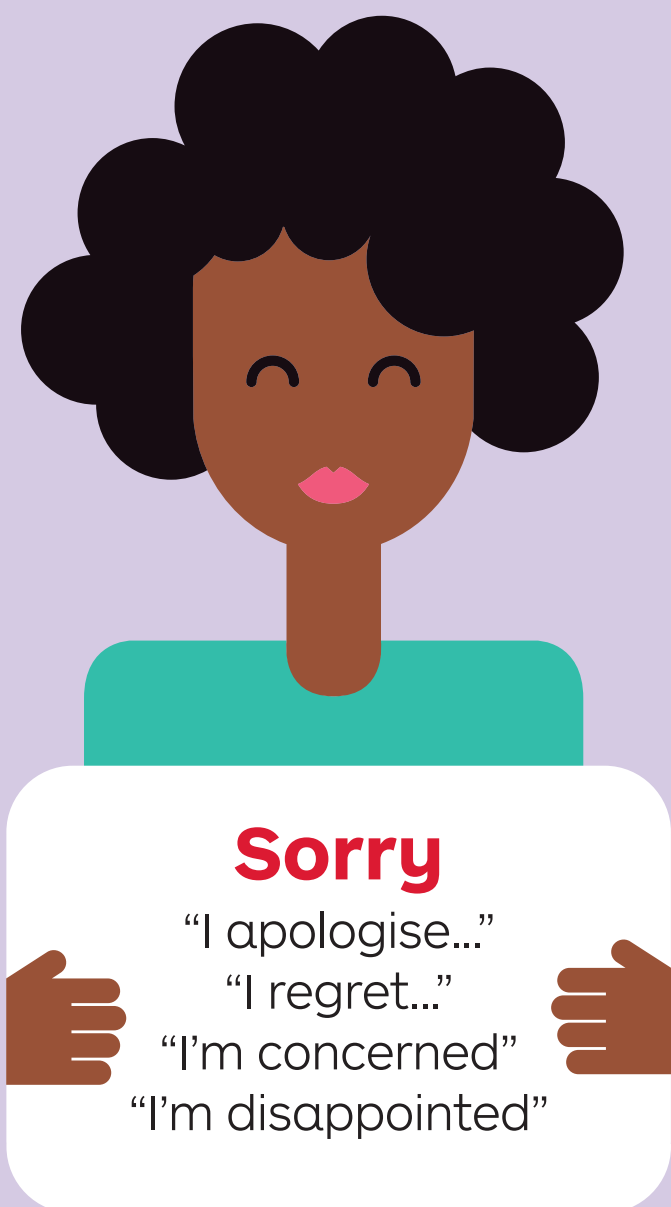
Glad

- “Thank you”
- “I appreciate”
- “It’s good that...”
- “Pleased / Grateful”
- “It’s important that...”



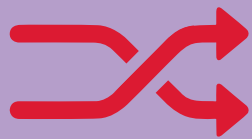
Sure

- “I’ll fix / replace / change that /”
- “I’ll speak to.../”
- “Let me investigate”



Sorry

- “I apologise...”
- “I regret...”
- “I’m concerned”
- “I’m disappointed”



Use in any order