

Say This, Not That: 6 Ways to Influence Change

Practical language shifts that build clarity, trust, and momentum.

1

Don't say: "This will be easy."

Do say: "It'll be a challenge AND we'll get through it."

2

Don't say: "Don't worry about it. Everything will be fine."

Do say: "Regardless of how this turns out..."

3

Don't say: "You need to buy in, get on the train (insert your own metaphor)."

Do say: "I want to hear your concerns about this change."

4

Don't say: "These are all the positive reasons you should go along with this change."

Do say: "These are the benefits AND this is the impact."

5

Don't say: "You should do it like this."

Do say: "Next time, the guidelines say to do it like this..." or "You could do it like this." or "I suggest you do it like this."

6

Don't say: "First World Problems."

Do say: "That sounds like it was a hassle."

With honest, open communication, you'll be able to alleviate many of the doubts and concerns that arise during workplace change. And by using these 6 recommended phrases, workplace change may just go a little easier for you!

For the full article go to www.greggbrown.ca/how-to-influence-change-6-things-not-to-say-and-what-to-say-instead/