**A close-up of a logo

Description automatically generated27 Positive Statements to Use in Difficult Situations**

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| # | Positive Statements to Use in Difficult Situations |
| 1 | “I know exactly what you mean" |
| 2 | "That’s the kind of thing I would do too" |
| 3 | "I’m like that as well" |
| 4 | "I appreciate you telling me this, so I can pass the message on…" |
| 5 | "I know that you feel [INSERT EXPRESSED EMOTION] right now…" |
| 6 | "I very much understand your concern, so let’s see how we can resolve the problem …" |
| 7 | "This process tends to take X minutes, so is there another time that you’d like me to call you back?" |
| 8 | "I’ll run through this as quickly as I can for you, [INSERT NAME]" |
| 9 | "What I’m doing right now is…" |
| 10 | "Which product features are most important to you?" |
| 11 | "Are you happy with what you have heard so far?" |
| 12 | "Let me see if I can offer you a free trial period, if that sounds good to you?" |
| 13 | "This call will likely take X minutes and I will need your…" |
| 14 | "Is there anything that you’d like me to explain?" |
| 15 | "What we have gone through today is…" |
| 16 | "You’ve clearly done some great research and what I’d add to that is…" |
| 17 | "As you most likely know…" |
| 18 | "In my experience…" |
| 19 | "Wow, that’s crazy. Let’s see how I can help you out of another crazy situation…" |
| 20 | "…Does that sound good to you?" |
| 21 | "Yes, sorry I wanted to let you continue. Just getting back to the matter at hand…" |
| 22 | "Sorry for that little pause there, what I want to know is…" |
| 23 | "Haha, I certainly wasn’t expecting that! Just moving back to the matter at hand…" |
| 24 | "Excellent stuff. So, as you mentioned earlier…" |
| 25 | "At the moment our average wait time is X minutes." |
| 26 | "You can now track your order online. Just go to www…." |
| 27 | "We’ve recently opening up a live chat service. So, if you’d prefer to talk online, visit www…" |