



Tool #13 - Part B

Magic Words that Change Negative to Positive

Part B Includes:

Top 7 Key Points

2 Week Progress Report

Final Progress Report

(Part B is a Review and Follow Up from Part A)

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Employee Success Toolkit
Tool #13 - Part B
Magic Words that Change Negative to Positive

In part A you learned the magic words that changes negative to positive. Part B will help you review and record your progress.

Top 7 Magic Words that Change Negative into Positive

Here's how you can eliminate some commonly used negative words and replace them with positive words:

1. A “*problem*” seems as though it is stuck to you and will always be there. A “*situation*”, on the other hand, seems temporary and solvable. It has a much lighter feel to it, and it won't cause as much anxiety.
2. “*Always*” and “*never*” are usually used to criticize and people feel attacked and can become very defensive. You can use “*often*” and “*seldom*” to explain your own feelings and wishes, so there is no need for your co-worker to get defensive, and you are more likely to get cooperation you are seeking.
3. Using the words, “*should have*”, creates condemnation and guilt for something that has already been done and cannot be changed, whereas the words, “*could have*”, don't condemn anyone.
4. Using the word, “*bad*”, is a judgment of a person's character, and causes resentment. But, using the word, “*unwise*”, refers to the natural consequences of the person's actions.
5. In using the word, “*faults*”, you are judging someone's actions as right or wrong. Using the word, “*differences*”, removes the critical tone, because you are pointing out how you are different.
6. “*Mistake*” makes others feel ashamed of what they did, and is certain to stifle creativity in the future. “*Valuable lesson*” gives others something positive to do – to learn from their actions, thereby encouraging learning and experimentation.
7. You add stress to your workday if you “*must have*” certain things happen for you to enjoy your work. Using the words, “*I would prefer*”, you can still see yourself as a valuable and capable employee.

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Tool #13 - Two Week Progress Report
Magic Words that Change Negative to Positive

Name _____ Date _____

Look at the goals that you set in part A of this lesson.
What have you done so far to reach your 3 main goals?

1. _____

2. _____

3. _____

What will you do in the next 2 weeks toward reaching your goals?

1. _____

2. _____

3. _____

Make a copy of this to give to your supervisor, and keep one for yourself.
Post your goals in your workplace where you can easily see them.

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Tool #13 - Final Progress Report
Magic Words that Change Negative to Positive

Name _____ Date _____

What progress have you made towards achieving your 3 main goals?

1. _____

2. _____

3. _____

How have your improved skills made a difference at work?

1. _____

2. _____

3. _____

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Additional Resources

All are available on The Confidence Center Web at
www.ConfidenceCenter.com

Free Resources

Email Newsletter:

Employee Morale and Confidence Tips

It has creative ideas you can use every week to keep up morale.

Sign up for Free at www.ConfidenceCenter.com

Assessments:

Are you happy at work? Take the [Employee Morale Assessment](#)

How confident are you? Take the [Confidence Quiz](#)

Articles and Past Newsletters

Calendar of Special Days:

Special days you can celebrate for every month of the year.

Fun Zone:

Jokes, cartoons, and more - when you just need a break.

Coaching:

Telephone coaching by our certified professional coach. To get one *free* coaching session.

Details at <http://www.confidencecenter.com/serv06.htm>

Low Cost Resources

Products:

Books, eBooks, videos, and other products to make you more successful at work.

Seminars:

We offer in-house seminars, customized for your company or organization.

Tele-seminars:

Telephone seminars on employee morale and employee performance. These will be announced in our newsletter and on our web.