

Alternatives for Negative Business Words/Phrases

Negative words and phrases in business communication sneak in and destroy your message. Fight back. Think positively and convert naysayers into champions of better business communication. [View accompanying post.](#)

Below are examples of negative business words/phrases and possible alternatives.

Negative Words/phrases	Possible alternative
You cannot sign up until July 1.	Sign-up begins on July 1.
We cannot complete the order because the items are on backorder.	We are temporarily out of stock on that item. We expect to send your order on November 15.
You did not include your address so we are unable to issue a refund.	Would you please provide us with your current address so we may issue your refund?
You state you did not receive the information.	We will be happy to resend the information. Would you confirm your address for us?
You must call back during regular office hours.	If you would like to leave a message, we will be happy to return your call.
You never finished the project.	Is there something I can provide to help you complete the project?
I can explain it again .	I will be happy to recap that for you.
You called the wrong number.	You reached the accounting department. I would be happy to connect you with sales.
I don't know the answer to that.	Great question. I'll find out for you right now – or – May I call you back in 15 minutes after I research that?
This is the first complaint we received about that.	Thank you for bringing that to our attention.
That's not something I handle.	Josh can help resolve that for you.

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(continued)

Negative words/phrases	Possible alternative
I hope this is what you want.	Enclosed is information on that topic.
You do not qualify for a discount if you are not 55 or older.	Individuals who are age 55 or older qualify for a discount.
Do not fail to do backups on your computer.	Do backups on your computer.
Now that ad looks better .	That ad looks even better.
The carrier failed to pick up the package. It should arrive Friday.	We expect the package will arrive Friday.
Your form is lacking required information.	Please complete the highlighted areas of the attached form.
There was insufficient postage so we are returning the package.	Please add an additional 50 cents in postage for mailing.
Eliminate lost production by avoiding costly mistakes .	Quality workmanship improves overall costs and productivity.
We will deliver all on Tuesday except the computer part, which is due on Friday.	The bulk of the order arrives Tuesday and the computer part will arrive on Friday.
Your response on #3 was unclear .	To confirm my understanding, would you review your response to #3?
I will try to have your answer by next week.	I will provide a status update for you no later than Monday.
Due to missing information, the claims department rejected the bill.	The claims department requested additional information to process the bill.
We neglected to make that change.	We completed that change to your account.
The change added no value to the product.	Testing confirmed the current configuration produces the best result.



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