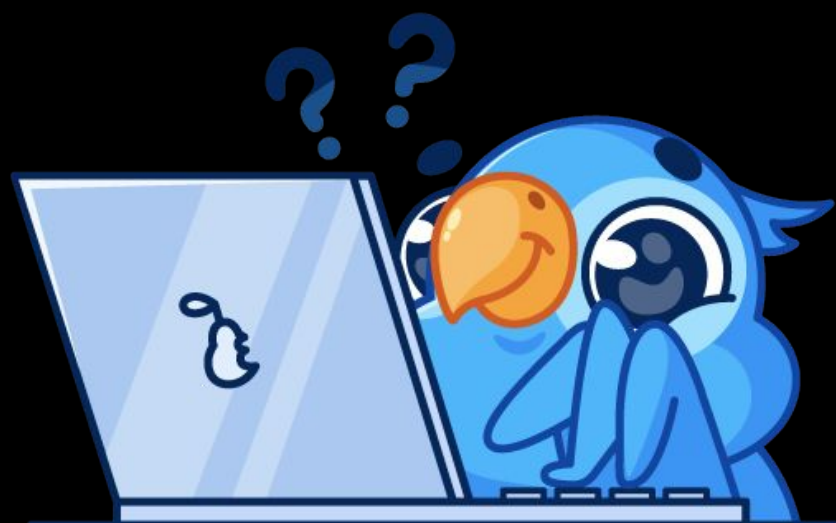


# 10 Tips to Sound More Professional

With your customers and colleagues

**StopFail**

[www.stopfail.com](http://www.stopfail.com)



- ✗ Stop saying **I don't know**
- ✓ Say **I'll find out** or **Let me research it further** or **Let me look into that and I'll get back to you.**
- ? You want to sound proficient, don't emphasize your knowledge gaps.
- 💬 *Ex. I'm not ready to answer this question right now. **Let me look into that** and I'll give you all the updated numbers tomorrow.*



✗ Stop using **guys** for a mixed group

✓ **folks**

❓ There aren't just men at your office, right? So, try to use gender-neutral, inclusive language.

Also, use **them** referring to one person if you don't know **their** gender.

💬 *Ex. What do you **folks** think?*



✖ Stop using **negative language**

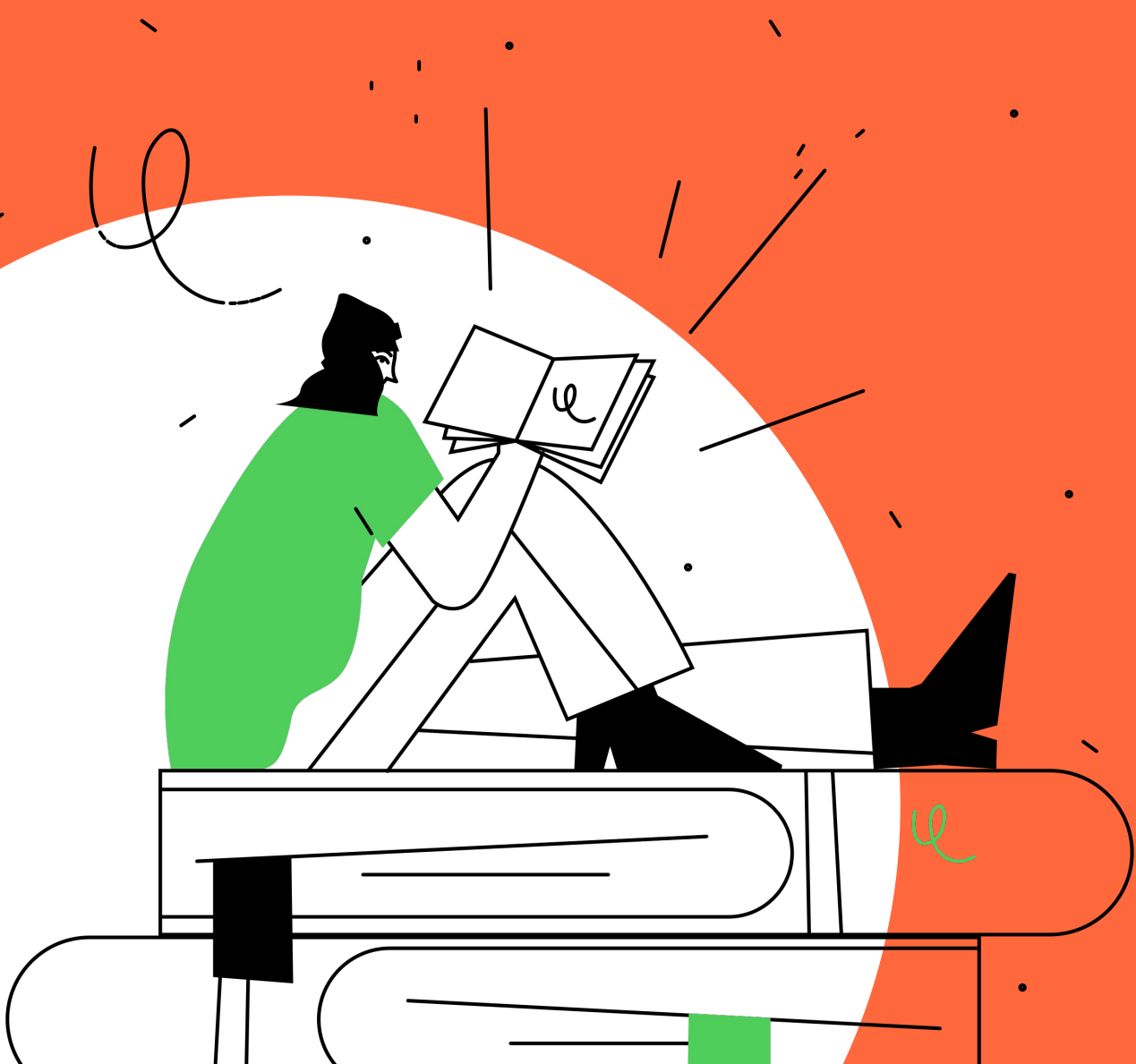
❓ Your positive vibes might change people's mood to the better.

💬 *NO: **We won't** be able to fix the bugs by Monday.*

*YES: **We'll** fix all the bugs by the end of next week.*

*NO: **You** attached the **wrong** report.*

*YES: Please **recheck** the attached report.*



✗ Stop saying **ASAP** when it's not necessary

✓ **At your earliest convenience.**

❓ If you don't expect your customer or boss to drop everything they were doing, but still need their attention, use this polite phrase.

💬 *Ex. I'm attaching the report to this email. Please, take a look at it **at your earliest convenience.***



- ✗ Stop saying **Sorry, I'm busy now**
- ✓ I'll be happy to take a look at that once I complete my current task.
- ❓ People may perceive "I'm busy" as a rude phrase. Instead, consider other wording to win extra time.
- 💬 *Ex. I'm currently working on (my current task)... . **Once I complete it, I'll be happy to take a look at that.***



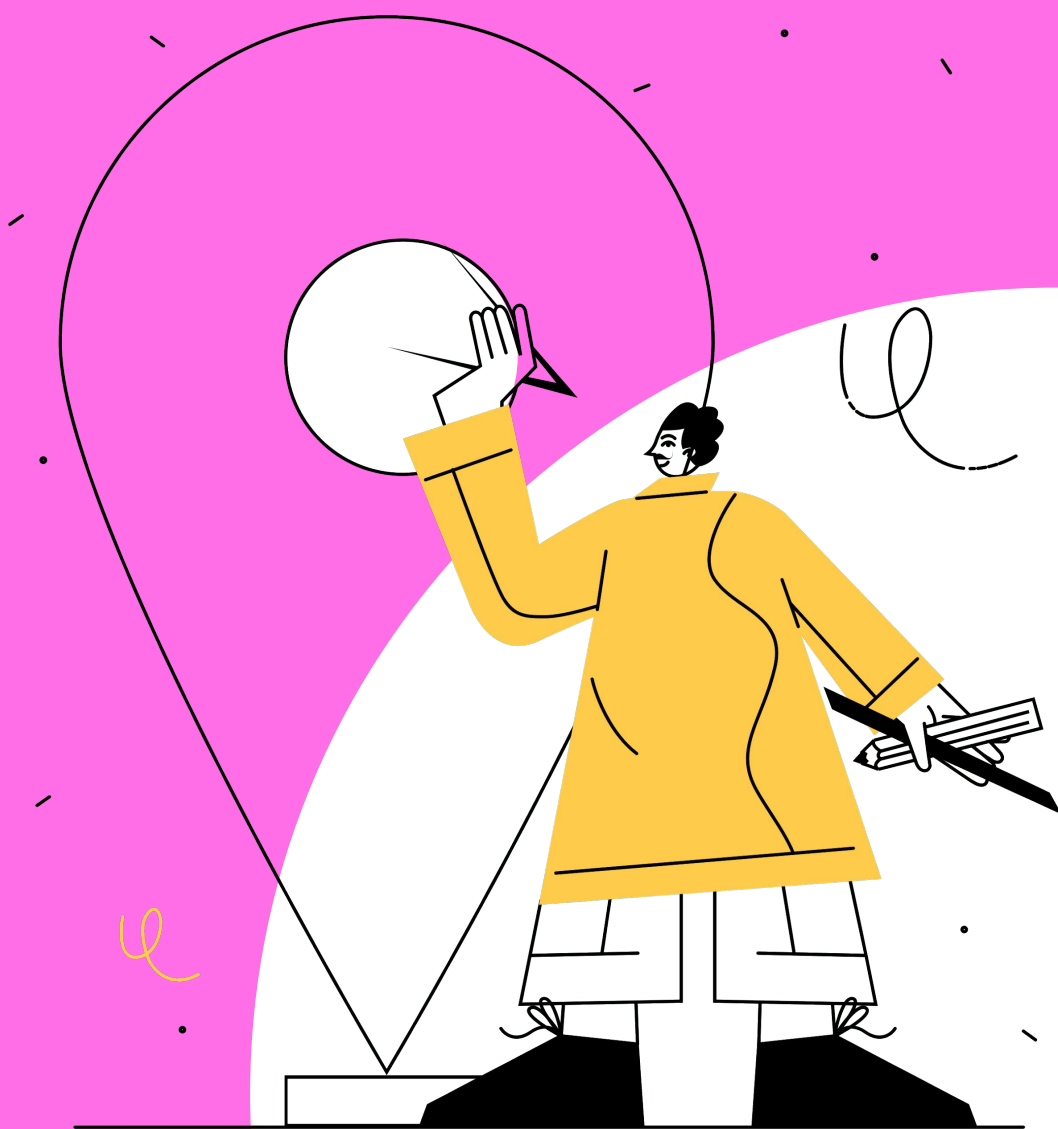
✗ Stop using **easy** and **hard**

✓ Use **straightforward** and **challenging**

? It might seem you're not professional enough if work tasks are hard for you.

💬 *Ex. This is quite a **straightforward** task.*

*This is a **challenging** task but necessary for providing a viable future for our project.*



- ✗ Stop saying **Let's start** and **That's it**
- ✓ **Let's get down to business**  
to start a meeting
- ✓ **Cutting straight to the point**  
to say what is most important
- ✓ **That will be all from me for now.**  
to finish your speech
- ❓ Learn special phrases to define  
stages of the meeting and  
manage it.





✗ Learn the alternative to **goals**

✓ **objectives**

❓ Level up your speaking using specific business vocabulary.

💬 *Ex. These figures meet our **objectives**.  
There are three critical **objectives** we state today.*



✗ Stop saying **Could you tell me more about this?**

✓ **elaborate**

❓ Sometimes you need more details to understand what your customer or colleague means.

💬 *Ex. Could you **elaborate on this** please?*

*Would you mind **elaborating** more **on** what you mean by ...*



✗ Stop using **opinion** all the time

✓ **perspective**

? Level up your speaking using specific business vocabulary.

💬 *Ex. John what's your **perspective** on this matter?*



# Checklist

Mark when you manage to use recommended words and phrases instead of usual ones

- ☐ Let me look into that. / I'll find out.
- ☐ Folks
- ☐ At your earliest convenience.
- ☐ I'll be happy to take a look at that once I complete my current task.
- ☐ Straightforward
- ☐ Challenging
- ☐ That will be all from me for now.
- ☐ Objectives
- ☐ Elaborate
- ☐ What's your perspective on this?

# StopFail

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community!



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