

## **TYPE C TOOLBOX QUICK PHRASES**

It's tough for Type C people to say no or engage in conflict, we hate to disappoint or upset people. Our default is "sure, no problem," or we avoid difficult conversations. Having some effective go-to phrases in our back pockets for different situations can help tremendously. Here are some good ones:

### **Say No/ Decline Requests**

- "I'm flattered you want my help, but I can't, I've got way too much on my plate."
- "I'd like to help out but unfortunately it conflicts with other priorities."
- "Thanks for the invite, but I have a conflict."
- "Thanks for the offer, but I'm going to say no."
- "Thanks for thinking of me, but I'm going to pass."
- "I'd like to help, but I can't."

### **Delay**

- "I need a bit of time to think about it. I'll get back to you shortly."
- "I'm not sure. Let me think on it."
- "Let me get back to you."
- "I need to check my schedule."

### **Workplace Decline**

- "I would like to help, but I already have so many priorities; could we please discuss which one is the most important at present, and which ones you'd like me to put on hold?"
- "I'd like to contribute to that project but I think it makes sense for me to take on a smaller role."
- "I'm juggling a lot right now and won't be able to give that project the attention it needs."

### **Relationships**

- Time boundary: "I'm happy to keep watching this show for another half hour, but then I'm going to bed."
- Space boundary: "I need some space; I have to get this task completed for work."
- Social boundary: "I can't go to the movies with you on Saturday, it conflicts with other plans."
- Physical boundary: "Please don't touch me like that. I don't like it."
- Conversational boundary: "I'd prefer not to talk about this right now. I'm tired, and I just want to chill. Can we talk about this tomorrow, please?"

### **Possible Conflict Situations**

- "Clearly, we have very different opinions about this. And your opinion is valid. Let's agree to differ."

- “I can see you’re busy and don’t want to be interrupted – and I’d really like to discuss this with you now, because there’s a deadline looming.”
- “I realize this must be disappointing for you. However, I’m going to say no, because I just can’t find time right now.”
- “I totally get that you don’t like this way of doing things. And I’d appreciate it if you’d work with me on this, even though you have reservations.”