

ANSWER KEY – 11 Things Never to Say to Anyone

These are Dr. Thompson's responses when the 11 phrases below are said to you (see pp. 47-54 in *Verbal Judo*). NOTE: These responses should be stated in a professional manner, without sarcasm or anger.

COME HERE!	If doesn't have a legitimate reason, ask "Why?" If no response, leave scene immediately.
YOU WOULDN'T UNDERSTAND.	"Yes I would, try me. I want to help."
BECAUSE THOSE ARE THE RULES.	"Could you please tell me why this rule was created? It doesn't make sense to me. If you could help me understand, it would make it easier for me to follow."
IT'S NONE OF YOUR BUSINESS.	"It <i>is</i> my business and here's why." (<i>firmly, but gently, NOT in an aggressive way</i>)
WHAT DO YOU WANT ME TO DO ABOUT IT?	"It <i>is</i> my business and here's why..." (<i>firmly, but gently, NOT in an aggressive way</i>)
WHAT DO YOU WANT ME TO DO ABOUT IT?	"I want you to listen to me and help me."
CALM DOWN!	"Look I'm obviously not calm and there are reasons for it. Let's talk about them."
WHAT'S YOUR PROBLEM?	"It's not a problem, just something I need to discuss with you."
YOU NEVER... or YOU ALWAYS...	"I know it seems I never or I always... (<i>re-state what was said to you</i>) But let's talk about it, or are you upset about something else."
I'M NOT GOING TO SAY THIS AGAIN.	"Okay I got it." (<i>with sincerity</i>)
THIS IS FOR YOUR OWN GOOD.	"No one knows better than I do what is good for me, just as you are the judge for what's best for you."
WHY DON'T YOU BE REASONABLE?	"I'm being as reasonable as I can, and with any luck I'll get better. But apparently I see the issue differently from you."

