

Confident Language

It is vitally important that we ensure our message and communication to others is confident and powerful. This means being aware of the language we use. We often talk about being Assertive. Assertiveness is confidently expressing what you think, feel and believe. Non-assertive speech is a reluctance to express your views and aggression is expressing yourself in ways that intimidate, demean or degrade another person.

Passive Words

People often use passive words in their communication. Using any of these will create doubt in the mind of the listener. Remove them from your vocabulary. To create a more assertive message.

- Perhaps
- Possibly
- Maybe
- Could
- Try
- Hope, Hopefully
- Think

Noise Words

Noise words fill gaps, give us thinking time, but can indicate uncertainty. Everybody uses these at some time, a few are useful because they allow for thinking time and indicate to the listener this is what you are doing. Use these too much and you become hesitant, unconfident and an irritant.

- Umm, Err
- Yes
- Ok
- Right
- You know
- Yeah

Superlatives

Some communicate superlatives within their sentences. These in the right context enhance and show our feelings, however many people use them as an acknowledgement and do not demonstrate to the communicator that we are really listening. "I have a complaint to make" – "Excellent". This just confuses the communicator.

- Wonderful
- Great
- Fabulous
- Stupendous
- Marvellous
- Thanks
- Excellent

Filler Words

The worst culprits are the filler words. These words all have a correct meaning. However the way they are used is a filler between sentences. They then become nonsensical words which detract from our language. Remove them from your sentence and the message becomes more powerful. Leave them in and your message becomes meaningless and irritating.

- Basically
- Actually
- Obviously
- Realistically
- Absolutely

Clichéd phrases

Some of the clichéd phrases that passive or aggressive communicators include:

- “It’s only a minor point”
- “In my humble opinion”
- “With the greatest respect”
- “To be perfectly honest with you...”
- “By the way”
- “Trust me”
- “Yeah, but...”
- “Before I forget”
- “At this point in time”
- “In the present situation”
- “In the not too distant future”

At some point in the past someone has said one of these to you. Often following one of these statements there comes a payoff for the sender. Instead of using one of these think about what you really want to say.

If we are to succeed we need to be sure about how we communicate and the message we are sending.