

PRACTICE ROOM 17 · GOING FURTHER

Difficult CONVERSATIONS: DISAGREEING, COMPLAINING, SAYING NO

Disagreeing, complaining and saying no, without damaging the relationship.

Name: _____ Date: _____ Interactive version: attenglish.com/talk/17

PHRASE BOX SAY IT
SOFTENERS

I'm afraid...
I'm not sure...
Would it be possible to...?

SAYING NO

I'd love to, but...
I'm going to have to say no this time.
Can I let you know?

COMPLAINING

Sorry to be a pain, but...
I think there might be a mistake.
Would you mind having a look?

THE SOFTENER LADDER ORDER

Put these from most direct (top) to softest (bottom). Number the lines 1 to 5.

No.	Line
	Sorry to be a pain, but would you mind turning the music down a little?
	Turn the music down.
	Would you mind turning the music down a bit?
	Can you turn the music down?
	Could you turn the music down, please?

THE SAY-NO BUILDER BUILD

A kind no has three parts: something positive, the no with a short reason, and an alternative.

Your short reason

Your alternative

Put it together and write your line

COMPLAINING IN A RESTAURANT **PLAY**

Your meal arrives cold. Complain politely and get it sorted. Write what you would say at each turn.

Waiter: “Is everything all right with your meal?”

Waiter: “Oh, I'm so sorry about that. I'll get the kitchen to make you a fresh one.”
