

# MICRON MOMENTS

## "SORRY" ALTERNATIVES

Become a global TM with Aspire's Micron Moments!

### **SORRY, I'M NOT SORRY!**

Apologizing when we have done something wrong is a real strength, but compulsive apologizing presents as a weakness at work and in personal relationships. If you are truly sorry then say so with sincerity. If not, you should be using other words because your apology will seem trite and unrepentant. And when you're not at fault for something, it makes you appear that you are the one at fault. Instead of saying "I am sorry for bothering you." try "Is now a good time to ask a question?" Instead of "So sorry to have kept you waiting," try "Thanks for waiting."

This Micron Moment skill will enable you to help you stop using "sorry" when you really are not and give you more meaningful ways to express your feelings.

### **EXAMPLE LANGUAGE**

#### **Alternatives for saying "I'm sorry"**

- ✓ Pardon me.
- ✓ Excuse me.
- ✓ Go ahead.
- ✓ My apologies.
- ✓ Your turn.

#### **Instead of saying "sorry to interrupt you," say:**

- ✓ I'd like to expand on that...
- ✓ I'd like to add...
- ✓ I have an idea for...
- ✓ Go ahead and tell us about...
- ✓ I will wait until it is your turn...

#### **Instead of saying "sorry" when you didn't understand, say:**

- ✓ Excuse me, but I don't understand.
- ✓ Pardon me, I'm not sure what you mean.
- ✓ I beg your pardon, but I don't follow you.
- ✓ Excuse me for asking but, I didn't get that.



**Instead of saying “sorry to complain,” switch it to:**

- ✓ Thank you for listening...
- ✓ Thank you for understanding...

**Instead of apologizing in an email, consider saying:**

- ✓ Thank you for catching that...
- ✓ I appreciate you bringing this to my attention ...
- ✓ Thanks for checking this issue for me...

**If you’re running a little late, instead of saying sorry, consider:**

- ✓ Thank you for waiting for me...
- ✓ Please excuse my tardiness....

## **EXAMPLE DIALOGUE**

**Mari:** Hi John, you look very busy. Is now a good time for a quick question?

**John:** One moment, Mari.... Thanks for waiting for me. How may I help you?

**Mari:** It is about the project. It took longer than I expected because I spilt coffee into the testing machine.

**John:** It is unfortunate for you but you will have to work double overtime until it is finished.

**Mari:** Thank you for your understanding.

## **YOUR TURN!**

Try to use the language from this Micron Moment in the following situations (tr to avoid saying "sorry" too!

- 1) You've just arrived 10 minutes late to an importance teleconference because of a technical problem.
- 2) You'd like to interrupt your colleague in a teleconference who has made an error reporting some data.
- 3) Your colleague in Boise has just given a presentation about an issue. Tell him/her you didn't understand the main point and you want them to repeat one more time.
- 4) You'd like to make a complaint to the manager about an issue that's bothering you at work.



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