

# ASSERTIVE REPLACEMENTS TO CONSIDER

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## MINIMIZING

No worries, it was nothing.

I'm sorry but I don't understand...

I'm not an expert but I think ...

Sorry, can I just add ...

..., if that makes sense to you?

I'm not trying to step on your toes, but...I feel

I stand to be corrected....

## ASSERTIVE

**You're welcome!**

**Please explain that further.**

**I'm confident that ...**

**In addition, I recommend ...**

**PAUSE. If they have a question, they can ask.**

**I have another point of view.  
or  
I disagree and here's why....**

**I believe ...**