

10 PHRASES THAT QUIETLY KILL YOUR CREDIBILITY

(and what to say instead)



Marco Franzoni
mfranzoni.me

I

HONESTLY, ...

Implies you weren't honest before.

SAY INSTEAD:

Here's my take on this.

2

THAT'S NOT IN MY JOB DESCRIPTION.

Sounds like unwillingness to contribute.

SAY INSTEAD:

Here's how I can help.

3

I'M JUST A [ROLE].

Downplays your own expertise.

SAY INSTEAD:

**Here's my advice from my
experience.**

4

**I'M TERRIBLE WITH
NAMES.**

Shows lack of effort to build
connections.

SAY INSTEAD:

Remind me of your name, I want to
remember.

5

**NOT SURE IF THIS WILL
WORK.**

Creates doubt before even trying.

SAY INSTEAD:

Let's give it a shot and adjust as
needed.

6

I'M TOO BUSY.

Makes others feel unimportant.

SAY INSTEAD:

I'd love to help, let's plan a time that works.

7

I DON'T HAVE TIME FOR THIS.

Suggests impatience or poor prioritization.

SAY INSTEAD:

Let's clarify the urgency and align our priorities.

8

**THIS MIGHT BE A SILLY
QUESTION, BUT...**

Undermines your confidence.

SAY INSTEAD:

I'd like some clarity on this.

9

I'LL GIVE IT A TRY.

Sounds hesitant and uncertain.

SAY INSTEAD:

**I'll make it happen or provide an
update soon.**

IO

IT IS WHAT IT IS.

Implies giving up rather than finding solutions.

SAY INSTEAD:

What can we do to make this better?

Choose
Language that
builds trust.

Marco Franzoni
mfranzoni.me