

DEFLECTING STATEMENTS FOR DEALING WITH MEANNESS

by Terrie Towle, RN, LCPC

Turn your frown into friendly look and say one of these:

Hmmm.

Really!

You might be right.

That's a possibility.

Probably so.

I never thought of it that way. Thanks.

I can understand how you might see it that way.

I'm sorry you're upset.

That's a really good one!

You bet!

Huh! That could be true.

Nice try.

Oh, for sure!

What an awesome thing to say. Thank you.

You're so kind. Thank you.

Hmmm. I see what you mean.

Oh really. I didn't know that. Thanks for telling me.

Hmmm. I never thought of that. Thank you.

Hmmm. That's an interesting way to look at it.

Hmmm. I'll have to think about that one.

Thanks for telling me. I really needed to know that.

Huh! I'll have to give that some thought.

Huh! Thanks for pointing that out.

What a kind thing to say (or do). Thank you.

You're so cool to say (or do) that.

You must make a lot of friends that way.

Way cool thing to say (or do). (thumb up gesture)

Oh no! You didn't really say (or do) that did you? (shake head sideways)

Way cool remark! I'll have to remember that one. (thumb up gesture)

That made me feel so good. Thank you.

