SNAXE

Free to print and share

What to say at work: 15 lines for the hard moments

Short, calm and specific. Swap in your own names and dates, then say it out loud once before you need it.

IN THE MEETING

They explain your own work to you

"Thanks, I'm across that. The part I'd like your view on is the supplier risk."

They keep interrupting

"One second, let me finish."

They knock your plan in front of others

"Let me finish the point, then I'd really like to hear the risk you see."

They tell you to calm down

"I am calm. I'm being direct. The number is wrong, and here's why."

WHEN YOUR WORK GETS TAKEN

They present your idea as theirs

"Thanks for raising that. When I put the analysis together, the key thing I found was… Happy to go through the details."

Before shared work starts

"Before we start: I'll own the analysis, you take the client deck. OK?"

They twist what you said

"That's not quite what I said. What I said was that the date depends on the data. Happy to put it in writing."

Right after you agree something

"Just to recap what we agreed: you send the figures by Thursday, I draft the slides Friday. Shout if I've got that wrong."

WHEN A PEER ACTS LIKE YOUR BOSS

They hand you work

"I can look at it. It would push back the report, so I'll check with Mark which comes first."

They went to your boss first

"I hear you mentioned the report to Mark. Next time, tell me first. I can usually fix it the same day."

WITH A BOSS WHO HOVERS

Before they ask for an update

"Quick status: the draft is done, the numbers are on track for Thursday, nothing is blocked."

When you want room to work

"I'd like to try this part my way. I'll show you the result on Friday."

SMALL DIGS

Praise that is a put-down

"Thanks. Which part worked for you?"

A pet name

"Just Anna is fine."

A "per my last email" reply

"Thanks. To confirm: I'll send the revised budget by Friday, and you'll check the supplier figures by Wednesday."

LINES THAT USUALLY BACKFIRE

"You always interrupt me!" · "That was my idea!" · "Don't you trust me?" · "You're not my boss."

SNAXE. Educational skills practice, not therapy or legal advice.