

TACTFUL TALK by Ms. Marlene Legasi-Munar

Sa lahat ng aspeto ng buhay mahalaga talaga ang maayos na pagsasalita. Ang sabi ni Jun Hines Moore sa kanyang aklat na *The Etiquette Advantage*, “Proper social etiquette deems that some things are better left unsaid.” The same is true in business. Halimbawa kapag tinanong tayo ng isang cliente or kaya ngating boss tapos hindi natin alam ang sagot, napakatempting na sabihing “I don’t know” iyon ang mabilis at madaling sabihin. However, in business, we are paid to know or to find out. We need to respond honestly but in a way that maintains the customer’s goodwill. Merong ilang examples na ibinigay sa atin si Jun Hines Moore, mga bagay na hindi natin dapat sabihin at mga tactful alternatives kung papaano natin ipapahayag ang similar message pa rin.

1. **Don’t say I don’t know.** A better to answer would be, “I’ll find out and get back to you as soon as possible. Can I reach you at this number?” and follow up quickly. Lahat naman tayo ay mga customers din. Kapag halimbawa meron tayong kailangan at nagtanong tayo sa isang saleslady o kaya doon sa kumpanya kung saan gusto nating bumili kapag hindi nasagot ang lahat ng ating mga tanong, hindi tayo ganoon kasatisfied. Kapag tayo na ang nasa kabilang end, kapag tayo na ang nagbibigay ng serbisyo o kaya ng produkto, let us bear in mind customers would really like to know. Magtatanong iyan hindi para i-quiz lamang tayo sa isang bagay kung hindi kailangan nila ang information para sa gagawin nilang desisyon. So instead of saying “I don’t know,” say, “I’ll find out and get back to you as soon as possible.”
2. **We can’t do that.** Say something such as, “That is a difficult one let me find out what we can do about it.” Don’t remind the customer of what you cannot do. Repeating negatives will not help. If you find you really are unable to help, calmly explain the company policy or procedures and if possible, ask the customer what they would like you to do. Satisfying the customer is often easier than we fear.
3. **You will have to.** Customers do not have to do anything. They can take their business elsewhere. Say, “Here is how we can help with that” or “I will have the person in charge of that contact you. Is this the correct telephone number?” and then follow up.
4. **Hang on, I’ll be right back.** It is better to say, “It may take a minute or two, can you hold?” Hindi mas tactful pakinggan and you wait for an answer.
5. **“No.”** The word “no” used alone is very negative. It conveys total rejection. We can usually turn any answer into a positive one such as “We can at no charge or for a minimal fee.” Huwag gagamitin ang “no” na iyon lamang salitang iyon. Dapat mayroong karugtong na paliwanag because “no” used as a singular or used alone can be very negative sa pandinig ng ating mga kausap.
6. **That’s not my job.** Our job description usually does not matter to the customer. We can say, “Come with me and we will find someone who is in charge of that.”

There you have it friends, alternatives ways of saying statements or words which may seem tactless at first. Kaya iwasan natin na maging taklesa dahil makakaapekto ito sa ating mga business and professional relationships. It is important that we develop our communication skills as professionals. Isa sa mga areas kung saan kailangan din nating maggrow ay sa area ng pakikinig, pakikinig sa mga tao na katrabaho natin, pakikinig sa customers, pakikinig sa ating superiors, pakikinig din sa ating mga subordinates. Tactful people are usually people who spend time listening to others and people who are sensitive to other’s feelings. Meron quote na ang sabi, “Your test as a listener comes when you measure what you learn from others.”

Be a blessing in the workplace today.