Chapter 7

Activity SS7-1 Tone

**Directions:** A speaker’s tone of voice and choice of words can change a positive or neutral message into a negative message. Rewrite the statements in the Negative Tone column to reflect a more positive tone.

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| Negative Tone | Positive Tone |
| We cannot send you the contracts because they are not available. |  |
| I cannot attend the conference because I have something else scheduled. |  |
| The order has not been shipped because the item is out of stock. |  |
| We cannot accept your application because you missed the deadline. |  |
| I will not be able to perform that task because it is not part of my job. |  |
| Negative Tone | Positive Tone |
| You called the wrong department. |  |
| We did not deliver the package because the name on it did not match the name on the mailbox. |  |
| We cannot afford to hire you at this time. |  |