



7 Phrases to Avoid at Work

Video Transcript

[Video: The words "IU" on crimson banner left]

[Video: The word "DAY" on red banner right]

[Video: Two banners come together to form the IU DAY banner]

[Words appear and encircle top and bottom of IU Day banner: ALL IU. ALL DAY.]

[Words appear on black film strip with IU DAY banner at top: CAREER MASTER CLASS: 7 PHRASES TO AVOID AT WORK]

[Words appear: Kendell Brown, Associate Director, Graduate Career Services, Kelley School of Business]

Kendell Brown speaks: Are common phrases sabotaging your success at the office? Things like, "I don't know," and, "What do you think," may seem like no big deal, but they might be holding you back.

[Video: IU Kelley School of Business logo appears]

[Words appear: Did I Say That? Seven Phrases to Avoid at Work, CAREER MASTER CLASS]

Some of the things you say every day could be sending the wrong message to your coworkers. Let's go over a handful of them and discuss.

[Words appear: #1 "What do you think?"]

"What do you think?" Yes, you want to be collaborative, but if you say this frequently, you'll come across as lacking confidence

[Words appear: #2 "But..."]

"But ..." Are you the first to shoot down an idea? Try using "and" as a building block for brainstorming and developing ideas.

[Words appear: #3 "I don't know."]

"I don't know." You can't know everything, but if it falls within your responsibility area, you need to get up to speed. If you said you didn't know something last week, you better know it this week.

[Words appear: #4 "We'll sharpen that with a fine point while thinking outside the box and get it over the finish line."]

"We'll sharpen that with a fine point while thinking outside the box and get it over the finish line." Think using jargon sounds impressive? It could be working against you. Plain vanilla language is easily understood and preferred.

[Words appear: #5 "Let me think about that."]

"Let me think about that." This is fine if you need to reflect before coming to a decision, but if you always need to reflect, you'll be perceived as not knowing what's going on.

[Words appear: #6 "Know what I mean?"]

"Know what I mean?" Drop this one. If you've made it into the working world, you can express yourself in a way that people understand.

[Words appear: #7 Saying nothing.]

Saying nothing. You've got opinions, share them.

Over the next few days, listen to see how often you say these phrases then work to make your words intentional and clear, that way you can leave the lasting impression you want.

[Words appear: IU KELLEY SCHOOL OF BUSINESS, GO FROM MOMENT TO MOMENTUM]

[Words appear on black film strip with IU DAY banner at top: CAREER MASTER CLASS: 7 PHRASES TO AVOID AT WORK]

[End of transcript]