
INCLUSIVE LANGUAGE

PHRASES TO AVOID

An easy default when we're trying to identify and immediately fix a problem without client permission

What you need to do is	This is how	Why don't you just
You need to	What I do is	What about trying
What if you	If you don't	You should just
Sometimes you have to	The way I like to do it is	

PHRASES TO USE

Engages a collaborative discussion by asking permission to give suggestions using questions focused on discovery

- Some others have tried / had success with
- What ideas do you have
- Would you like some ideas
- What worries you most about
- Have you thought about what you'd like to do
- You're really good at
- I'm impressed you've already
- If you think it might be helpful,
- If you're interested
- Here are some things that might apply to you
- How do you feel about these ideas
- That's a great start