

# Defusing Phrases

I can see there clearly is a problem. I'm on the case.

I will do whatever I can to sort it out.

This is what I know can be done immediately.

I'll take this on board and get it sorted out.

Hi, I'm..... I understand there's a problem. How can I help?

I know we'll be able to find a solution.

I can see how this has been a problem to you.

Can I reiterate what we have agreed, I am very sorry for the misunderstanding.

Let me go away and look in to this for you and I will come back to you.

I am unsure about this but I will investigate and find a solution and will let you know.

My aim is to help resolve your problem.

Oh No! What a nightmare.

That's all you need to make your day.

I understand exactly how you feel.

I will look in to this right now and come back to you.

Yes, I agree, give me 15 minutes and I'll see what I can do and get straight back to you.

I know someone who has the answer to this. I'll get back to you as soon as possible.