

Leading Calls - Toolkit: Natural Phrases for Staying in Control Without Sounding Scripted

1. Opening the Call Smoothly

Use these to immediately build rapport and set the tone.

- “Thanks for reaching out—how can I make this easier for you today?”
 - “Glad you called—I’ll make sure you get what you need.”
 - “You’re in the right place, I can definitely help with that.”
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2. Redirecting a Rambling Customer

Helps you stay on track while still sounding warm.

- “Let me pause you for a second just to make sure I’ve got this right...”
 - “That’s really helpful context—can I ask a few quick questions to get us to a solution?”
 - “Got it, thank you. To save you time, I’ll guide us step by step.”
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3. Handling Interruptions Gracefully

Maintain authority without sounding aggressive.

- “I want to be sure I’m giving you the full picture—can I finish this part quickly, then I’ll answer that for you?”
 - “That’s a great question—hang tight, I’m about to cover that.”
 - “I promise I’ll make space for questions. Let me finish this first part to keep us moving.”
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4. Setting Boundaries with Confidence

Great for when a customer is frustrated, angry, or crossing lines.

- “I want to help, but I need us to keep this respectful so I can focus on resolving it.”
 - “I hear you, and I want to fix it—but I can’t do that if we’re talking over each other.”
 - “Let’s work together on this—can we reset and keep things productive?”
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5. Clarifying Policy or Limits (Without Sounding Cold)

Deliver a “no” with clarity and care.

- “Here’s what I *can* do to help today...”
 - “Let me explain how this works and why.”
 - “That option’s not available, but here’s what we can explore instead.”
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6. Keeping Things Moving

When you need to gently steer toward resolution.

- “Here’s our next step, just to keep things simple.”
 - “Let’s do this—I’ll walk you through it now.”
 - “To save us both time, I’ll go ahead and take care of that.”
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7. Wrapping the Call With Confidence

End on a helpful, memorable note.

- “Glad we got this sorted—anything else while I have you?”

- “I’ve handled that for you. You’ll be good to go from here.”
- “You can count on us—reach back out if you need anything else.”