Disagreeing Politely in 3 Easy Steps
When you disagree with your colleagues, it is important to express your disagreement politely to avoid upsetting them. It is often perfectly acceptable to disagree using direct language, but it can be even more polite to be indirect.

Let’s learn a 3-step formula for disagreeing politely and indirectly—without ever using the word *disagree!*
Three Steps for Indirect Disagreement

1. Acknowledge and say something positive about the other person’s opinion.

2. Shift focus (pivot) to the point you want to share.

3. Share your opinion using “I” or “we,” rather than “you” to avoid sounding critical.

Example:

You make a good point about the expense of new equipment, but actually, I think we will save money in the long run.
Expressions for Indirect Disagreement

1. Acknowledge the other person's point.
   - I understand where you’re coming from,
   - I see what you’re saying,
   - I like the idea of _____,
   - It’s great that we’re considering _____,
   - You make a good point about _____,

2. Pivot.
   - but
   - but actually, however,

3. State opinion using “I” or “we.”
   - I think _____.
   - I’m concerned about _____.
   - I’m wondering if it would be better to _____.
   - In my opinion, we need to _____.
   - We also need to consider _____.
In this mini lesson, you learned how to disagree politely using a 3-step formula.

Let’s Review

Three steps to an indirect, polite disagreement:

1) Acknowledge the other person’s point.
2) Pivot.
3) State your opinion using an “I” or “we” statement.

Let’s Practice

Role-Play Scenarios

1. **Person A**: wants to expand into European market
   **Person B**: wants to continue to focus on the Asian market

2. **Person A**: thinks the company should advertise on TV
   **Person B**: thinks there is not enough money to do that

3. Reenact a situation where you recently disagreed with a colleague. Use the formula you learned here to disagree indirectly.