



Delicate Messages

*The right words for the messages
you dread sending.*

10 prompts to decline, follow up, ask, defuse and
deliver, without hurting anyone, from a simple phone.

Free for the SYSTINFO community



GOOD TO KNOW

The tone, not the words.

A hard message is rarely about vocabulary, it is about tone and structure. In 2026, an AI (ChatGPT, Claude, Gemini, Le Chat) helps you find the right tone, but you decide the intent. It drafts, you sign. Three reflexes before you write a message that matters.

- **State the intent first**

Decide what the message must achieve: a no, an apology, a reply. The AI serves that intent, it does not guess it.

- **Tone is a setting**

Say warm, firm or sorry. Without a tone instruction, the AI stays lukewarm and misses the point.

- **Reread, you sign it**

The AI drafts, you adjust a word, a name. The message goes out under your name, so keep control of it.

The good reflex: give the intent and the tone, the AI finds the words.

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THE METHOD

Six markers, ten messages.

A delicate message comes together with six markers: context, objective, style, tone, audience and the expected response. These 10 prompts cover five situations that keep coming back: decline, follow up, ask, defuse, deliver.

Every prompt follows the same COSTAR recipe: Context, Objective, Style, Tone, Audience, Response. Copy the structure, change the brackets.

01 **Decline**

· 2 prompts

02 **Follow up**

· 2 prompts

03 **Ask**

· 2 prompts

04 **Defuse**

· 2 prompts

05 **Deliver**

· 2 prompts



The Kind No

PROMPT TO COPY

Context: someone asks me to [request] and I must say no.

Objective: decline clearly without hurting the person.

Style: short, one simple reason, a door left open.

Tone: warm and firm.

Audience: [colleague, client, friend] expecting a quick reply.

Response: a ready-to-send message, under eight lines.

What you get

A clear no that keeps the relationship. Well phrased, a refusal lands without leaving resentment.



The Set Boundary

PROMPT TO COPY

Context: I am asked to take [extra task] while already busy.

Objective: hold a limit without seeming to dodge it.

Style: acknowledge the ask, say no, offer another path.

Tone: calm, respectful, self-assured.

Audience: [manager, colleague] who counts on me.

Response: a brief message with a concrete counter-offer.

What you get

A limit held without conflict. An offered alternative shows you still help, just differently.



The Gentle Nudge

PROMPT TO COPY

Context: I wrote to [person] on [date], with no reply.

Objective: get an answer without seeming to pester.

Style: recall the context in one line, ask one question.

Tone: light, courteous, never reproachful.

Audience: [client, partner] who is busy and may have forgotten.

Response: a five-line message with a requested reply date.

What you get

A nudge read without annoyance. A light reminder wakes a stalled thread, not a tension.



The Deadline Reminder

PROMPT TO COPY

Context: [person] owed me [what] by [date], now passed.

Objective: get what is due without creating tension.

Style: factual, recall the agreement, ask for a new date.

Tone: firm but friendly.

Audience: [vendor, colleague] responsible for the delay.

Response: a short message, a closed question on the new date.

What you get

A reminder that moves things, not people away. A closed question forces a date, not an excuse.



The Well-Framed Favor

PROMPT TO COPY

Context: I need [help, a service] from [person].

Objective: ask without pressure, making it easy to agree.

Style: explain the why, offer an easy way out.

Tone: humble, grateful, direct.

Audience: [contact] under no obligation to agree.

Response: a simple message, a sincere thank-you in advance.

What you get

A request that is easy to accept. Leaving an easy out makes the yes freer, so more likely.



The Raise Request

PROMPT TO COPY

Context: I want to ask [manager] for [a raise].

Objective: present arguments, not emotions.

Style: recall my results, add numbers, propose a talk.

Tone: confident, factual, open to dialogue.

Audience: [manager] mindful of results and budget.

Response: ask for a meeting, with three key arguments.

What you get

A request taken seriously. Numbered facts carry more weight than a feeling.



The Real Apology

PROMPT TO COPY

Context: I made [a mistake] that affected [person].

Objective: apologize for real and offer to make it right.

Style: own the fact, propose a clear fix.

Tone: sincere, responsible, without self-blame.

Audience: [affected person] who wants to be heard.

Response: a short message: a fact, a regret, an action.

What you get

An apology that repairs instead of irritating. Owning the fact beats ten explanations.



The Reply To An Upset Message

PROMPT TO COPY

Context: [client] writes to me angry about [problem].

Objective: soothe first, solve next.

Style: acknowledge the feeling, propose a concrete step.

Tone: calm, empathetic, professional.

Audience: [client] who wants to be taken seriously.

Response: acknowledge, apologize if needed, offer a next step.

What you get

A reply that puts out the fire. A feeling heard calms faster than a defense.



The Bad News

PROMPT TO COPY

Context: I must tell [person, team] some [hard news].

Objective: say it clearly, without cruelty or false hope.

Style: get to the point early, give the reason, say next.

Tone: human, honest, respectful.

Audience: [recipient] who will be disappointed or worried.

Response: the news, the reason, the next step.

What you get

Hard news delivered with respect. Clarity hurts less than a fog that lingers.



The Thank-You Note

PROMPT TO COPY

Context: [person] helped me with [what]; I want to thank them.

Objective: precise gratitude, not an empty formula.

Style: say what their gesture changed for me.

Tone: warm, personal, sincere.

Audience: [person] who may not expect a thank-you.

Response: a short message, one precise fact, a warm thanks.

What you get

A thank-you people keep. One precise fact proves sincerity better than a thousand compliments.



THANK YOU · KIND WORDS



One sentence, a big thank-you.

These cards are offered to you, ad-free. Our only reward is your appreciation.

Give us 30 seconds

Take a moment to thank us on one of our networks. A public word, even a short one, keeps us going and helps us support you, tip after tip.

Scan to join us and thank us



WhatsApp



Mattermost



LinkedIn



Facebook