

Helpful Language

SAY THIS! Phrases that build Cooperation	NOT THAT! Phrases that escalate Conflict
No wonder you're feeling frustrated	I already told you that
Please tell me what happened	It's not my fault
I'm sure we can find a solution	You are not listening to me
Let me see if I understand you clearly	That's not my job
Thank you so much	There's nothing I can do about that
Let me write this down so I've got it right	I don't make the rules
I hear what you are saying	You need to calm down

Don't pick up the rope!

It takes two to tango- and you don't have to!

Things to Say to Someone Who Is Always Right

1. Information creates identity- when you question information you are questioning identity
2. "Well maybe you are right" or "Maybe so"
3. "It would be helpful for me to know that you are considering my thoughts- even if we don't agree"

How to Diffuse

1. "Maybe you are right"
2. "Tell me how I can help"
3. Don't try to change their mind- it takes years to form opinions

When to Walk Away "I can't continue this conversation right now"

1. Words turn personal
2. Talking in circles
3. You are emotionally spent

STAY CURIOUS!