

10 Sentences to Diffuse Conflict

"I really appreciate your concern about this."

"Am I hearing you right? Is this what you are saying?"

"Would you repeat that please?"

"I see this is important to you; therefore, it is to me."

"Thank you for taking time to share this with me."

"Do you have any suggestions as to what I could do to improve in this area?"

"How could I do (have done) that differently?"

"What, exactly, is it you see that I'm doing or saying wrong?"

"Thank you for bringing that to my attention."

"I see that's important to you, so I'll make it a point to be more aware of it in the future."

Shared from Lou Prioli's book, "Resolving Conflict"

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