#### I Feel

- 1. I'm getting scared.
- 2. Please say that more gently.
- 3. Did I do something wrong?
- 4. That hurt my feelings.
- 5. That felt like an insult.
- 6. I'm feeling sad.
- 7. I feel blamed. Can you rephrase that?
- 8. I'm feeling unappreciated.
- 9. I feel defensive. Can you rephrase that?
- 10. Please don't lecture me.
- 11. I don't feel like you understand me right now.
- 12. Sounds like it's all my fault.
- 13. I feel criticized. Can you rephrase that?
- 14. I'm getting worried.
- 15. Please don't withdraw.

### Sorry

- 1. My reactions were too extreme. Sorry.
- 2. I really blew that one.
- 3. Let me try again.
- 4. I want to be gentler to you right now and I don't know how.
- 5. Tell me what you hear me saying.
- 6. I can see my part in all this.
- 7. How can I make things better?
- 8. Let's try that one over again.
- 9. What you are saying is...
- 10. Let me start again in a softer way.
- 11. I'm sorry. Please forgive me.

#### **Get to Yes**

- 1. You're starting to convince me.
- 2. I agree with part of what you're saying.
- 3. Let's compromise here.
- 4. Let's find our common ground.
- 5. I never thought of things that way.
- 6. This problem is not very serious in the big picture.
- 7. I think your point of view makes sense.
- 8. Let's agree to include both our views in a solution.
- 9. What are your concerns?

#### I Need to Calm Down

- 1. Can you make things safer for me?
- 2. I need things to be calmer right now.
- 3. I need your support right now.
- 4. Just listen to me right now and try to understand.
- 5. Tell me you love me.
- 6. Can I have a kiss?
- 7. Can I take that back?
- 8. Please be gentler with me.
- 9. Please help me calm down.
- 10. Please be quiet and listen to me.
- 11. This is important to me. Please listen.
- 12. I need to finish what I was saying.
- 13. I am starting to feel flooded.
- 14. Can we take a break?
- 15. Can we talk about something else for a while?

# **Stop Action!**

- 1. I might be wrong here.
- 2. Please let's stop for a while.
- 3. Let's take a break.
- 4. Give me a moment. I'll be back.
- 5. I'm feeling flooded.
- 6. Please stop.
- 7. Let's agree to disagree here.
- 8. Let's start all over again.
- 9. Hang in there. Don't withdraw.
- 10. I want to change the topic.
- 11. We are getting off track.

# I Appreciate

- 1. I know this isn't your fault.
- 2. My part of this problem is...
- 3. I see your point.
- 4. Thank you for...
- 5. That's a good point.
- 6. We are both saying...
- 7. I understand.
- 8. I love you.
- 9. I am thankful for...
- 10. One thing I admire about you is...
- 11. I see what you're talking about.
- 12. This is not your problem, it's OUR problem.