

Difficult Conversations Worksheet

Think of a recent conflict that you were involved in. Write sample phrases for each category.

1. **Begin with "I" phrases:** Begin with "I" phrases- don't open a difficult conversation with the word *you*.

Sample "I" Phrases:

2. **Phrases of Understanding:** Let the person know you understand s/he may view the situation differently.

Sample Phrases of Understanding:

3. **Phrases of Apology:** Saying I'm sorry means you are taking responsibility for resolving the conflict and mending the relationship.

Sample Phrases of Apology:

4. **Phrases of Compromise:** Let the person know you are flexible, are willing to gain a better understanding of the situation, will listen with an open mind, and will try to find middle ground.

Sample Phrases of Compromise:

5. **Phrases of Resolution:** Make sure that everyone truly is in agreement about the outcome and, in the event that you aren't able to garner agreement from all the involved parties, you want to make sure that everyone understands why this is the best solution.

Sample Phrases of Resolution:

6. **Phrases of Reconciliation:** Let the person know that s/he is important to you ends your conversation on a positive note and will strengthen your working relationship.

Sample Phrases of Reconciliation: