

THE REPAIR CHECKLIST

I feel

- I'm getting scared
- Please say that more gently
- Did I do something wrong?
- That hurt my feelings
- That felt like an insult
- I'm feeling sad
- I feel blamed
- I'm feeling unappreciated
- I feel defensive
- Please don't lecture me
- I don't feel like you understand me right now
- Sounds like it's all my fault
- I feel criticized
- I'm getting worried
- Please don't withdraw

Sorry

- My reactions were too extreme, I'm sorry
- I really blew that one
- Let me try that again
- I want to be gentler to you right now and I don't know how
- Tell me what you hear me saying
- I can see my part in all of this
- How can I make things better?
- Let's try that one over again
- What you are saying is...
- Let me start in a softer way
- I'm sorry, please forgive me

Getting to Yes

- You're starting to convince me
- I agree with part of what you're saying
- Let's compromise here
- Let's find common ground
- I never thought of things that way
- This problem is not very serious in the big picture
- I think your point of view makes sense
- Let's agree to include both our views in a solution

I Need to Calm Down

- Can you make things safer for me?
- I need things to be calmer right now
- I need your support right now
- Just listen to me right now and try to understand
- Tell me you appreciate me
- Can I take that back?
- Please be gentler with me
- Please help me to calm down
- Please be quiet and listen to me
- This is important to me, please listen
- I need to finish what I am saying
- I am starting to feel flooded
- Can we take a break?
- Can we talk about something else for a while?

Stop Action!

- I might be wrong here
- Please, let's stop for a while
- Let's take a break
- Give me a moment. I'll be back
- I'm feeling flooded
- Please stop
- Let's agree to disagree here
- Let's start all over again
- Hang in there, don't withdraw
- I want to change the topic
- We are getting off track

I Appreciate

- I know this isn't your fault
- My part of the problem is...
- I see your point
- Thank you for...
- That's a good point
- We are both saying...
- I understand
- I appreciate
- I am thankful for...
- One thing I admire about you is...
- I see what you're talking about
- This is not your problem, it's our problem

