



#### **ACKNOWLEDGE FEELINGS:**

- "I UNDERSTAND THIS IS A FRUSTRATING SITUATION."
- "I CAN SEE HOW THIS WOULD BE STRESSFUL."
- "I HEAR YOU, AND I WANT TO HELP FIND A SOLUTION."

#### **REASSURING AND OFFERING SUPPORT:**

- "LET'S WORK TOGETHER TO ADDRESS THIS."
- "I'M HERE TO SUPPORT YOU THROUGH THIS PROCESS."
- "WE'RE COMMITTED TO MAKING THIS AS SMOOTH AS POSSIBLE."

#### **KEEPING THE CONVERSATION SOLUTION-FOCUSED:**

- "LET'S DISCUSS THE NEXT STEPS WE CAN TAKE."
- "HERE'S WHAT WE CAN FOCUS ON MOVING FORWARD."
- "I'M HERE TO HELP YOU FIND A RESOLUTION."

#### **DEFUSING TENSION:**

- "LET'S TAKE THIS ONE STEP AT A TIME."
- "I UNDERSTAND THERE'S A LOT TO PROCESS. LET'S GO THROUGH IT TOGETHER."
- "I'M HERE TO MAKE SURE YOU HAVE THE INFORMATION YOU NEED."

CALMING  
PHRASES FOR  
CONVERSATIONS