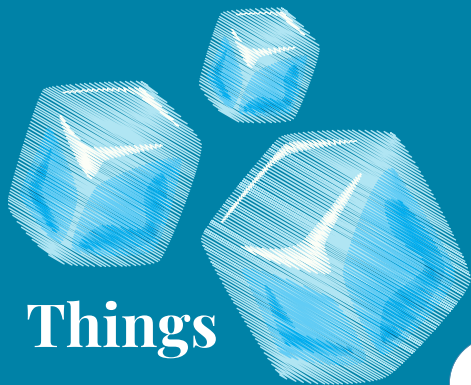




Things you can say to COOL the ROOM.



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1

ASK FOR A BREATH:

"Would it be possible for us to take a breath before we go on?"

"I'd like to ask for a moment to take a breath so I can think better. Thank you."

"I don't think we'll solve this by being upset with each other, but if we take a couple of breaths then maybe we can hear each other better."

2

ACKNOWLEDGE STRONG FEELINGS:

"I can tell you feel passionately about that."

"There's no question you feel strongly about this."

"I get it that you're really passionate about this."

3

"I THINK WE CAN AGREE...":

"I think we agree that (something simple that everyone agrees on about this issue)."

"I think we agree that this is a complex/loaded/challenging issue that people feel strongly about."

"I think we agree that there are lots of different opinions on this topic."

4

ADMIT IT'S HARD TO THINK WHEN:

"It's really hard for me to think clearly when people are upset with each other."

"It's harder to solve problems when we attack the people and not the problem."

"It's hard for me to solve problems when I'm being yelled at."

5

MAINTAIN RESPECT:

"I'm doing my very best to be respectful."

"I want to be respectful of your feelings/passion on this AND I respectfully ask you to grant me the same courtesy."

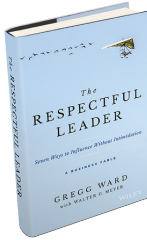
"I believe we all can be respectful of each other as we work together to figure this out."

"If we work together respectfully, we're much more likely to figure this out."

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Grab the book



We help you navigate the tough stuff. CRL's Roadmap to Respect is a groundbreaking e-learning curriculum designed to help you understand how to give and get respect at work through a learning experience tailored to your situation.



Learn more

Gregg Ward is the CEO of the Gregg Ward Group and Executive Director of The Center for Respectful Leadership - a management consulting, training and coaching firm that focuses on helping leaders develop their Respectful Leadership, Emotional Intelligence, and Executive Presence skills. He has developed, delivered and facilitated thousands of keynote addresses, experiential learning programs, and executive coaching sessions for a wide range of clients, including ADP, Booz Allen Hamilton, Harley-Davidson, InterContinental Hotels Group, Kaiser Permanente, Kraft Foods, Merck Medco, Qualcomm, Raytheon, Siemens, The University of California, The US Navy and Warner Bros. Studios.

