

21 Phrases for

Mastering Conflict

(And how to turn it into solutions)



Mike Leber

Preparing for Conflict Mastery

Manage Your Reactions

Recognize your emotional triggers and respond carefully.

Listen Actively

Focus on understanding before being understood.

Separate People from Problems

Talk about impact, facts and solutions.

Create Solutions Together

Find common ground and keep an open mind for fresh approaches.

Reflect and Follow Up

Follow through on agreements and remain adaptive.

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1. Can we start by identifying what we agree on? Builds common ground to set a positive tone.

2. What would a good solution look like to you? Puts the other person in problem-solving mode instead of conflict mode.

3. What's most important to you here? Uncovers their top priorities and core needs.

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4. What needs to change for you to feel good about this? Drives the conversation toward specific, actionable solutions.

5. Our relationship matters more to me than being right. Values the connection over winning the argument.

6. I respect your perspective on this. Acknowledges disagreement without dismissing their point of view.

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7. What's your biggest concern here? Digs deeper than surface complaints to reach real issues.

8. I imagine this is frustrating for you. Demonstrates empathy and validates their feelings.

9. Could you help me understand how this has affected you? Shows genuine curiosity and care for their experience.

10. What would you need from me to resolve this? Expresses a willingness to support and collaborate.

11. Thank you for sharing. Here's what I understand. Validates their input and confirms understanding.

12. I'd like to share my view. Would that be ok? Shows respect by seeking permission before speaking.

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13. I take responsibility for my part in this. Sets the tone for mutual accountability.

14. Can we take a step back for a moment? Creates space for emotions to settle and clarity to return.

15. What if we looked at this in a new way? Opens up creative problem-solving.

16. Let's tackle one issue at a time to avoid overwhelm. Makes complex conflicts manageable.

17. How can I support you addressing this concern? Turns the dynamic from adversarial to collaborative.

18. I'm ready to start fresh. Are you? Invites a reset and a new beginning.

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19. I'm committed to finding a solution that works for both of us.

Sets an expectation of mutual benefit, not a one-sided win.

20. I'm curious what led you to that conclusion? Asks for understanding without judgment or defensiveness.

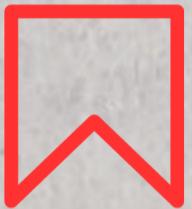
21. How can we prevent this from happening again? Focuses on solutions for the future rather than past mistakes.

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