

DEFUSING STATEMENTS

Consider the following list and decide which one would be most helpful for you:

1. *I really appreciate your concern about this.*
2. *Thank you for being interested in this problem.*
3. *I am glad you are concerned about this.*
4. *Am I hearing you correctly?*
5. *Am I hearing you right? Is this what you are saying?*
6. *Would you repeat that please?*
7. *Could you repeat that in a different way?*
8. *I see this is important to you; therefore, it is to me.*
9. *Let me think about that for a minute.*
10. *Show genuine concern about mate's feelings!*
11. *Thank you for taking time to share this with me.*
12. *Do you have any suggestions as to what I could do to improve in this area? (Show appreciation!)*
13. *Did I hear you say it upsets you when I...? (Have a thankful spirit!) Thank you for sharing this with me.*
14. *Are you saying you want me to discuss issues of this kind with you before I make a decision? (Be thankful!)*
15. *I am interested in what you are saying, but I'm not clear about what you mean. Could you say it another way?*
16. *Let me see if I am hearing you correctly.*
17. *How could I do that differently?*
18. *What, exactly, is it you see that I am doing; or doing wrong?*
19. *I was not clearly seeing that.*
20. *Thank you for bringing that to my attention.*
21. *I am glad you pointed that out to me.*
22. *When did that happen? I wasn't alert to that. (Be careful about the use of this statement. Make sure it is true!)*
23. *I see that is important to you so I'll make it a point to be more alert to it.*