

1. No “You” Messages

“You” message = starts blame, often:

- “You always...” “You never...” “You don’t...”

Swap to an “I” message.

2. “I” Message = Owning the misunderstanding

Use when confusion begins.

- “I don’t understand yet... can you say that another way?”
- “I might be missing something. What do you mean by ... ?”
- “I’m getting lost at this part:”

3: Active Listening

Use when tone is rising / old stuff is flooding in.

1. “What I hear you saying is ____.”
2. “Is that what you mean?”

“Timeout” to protect tone

When you feel escalation starting, use a shared signal/word.

- Name it: “Bob/Guido is here.”
- “Pause - my tone is rising. I want to try again.”
- “Can we take 60 seconds and restart calmer?”

