



- Interpersonal Phrases

INITIATING A CONVERSATION ON AN ISSUE

- Excuse me, [first name].
 May I have a word with you? / Do you have a moment? / Could we chat for a moment?
- Sure! What's on your mind?

EXPRESSING AN INTENT TO GET ALONG, OR TO PATCH UP A CONFLICT

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• I'm excited about working with you on this project.• I'm looking forward to working together on this project.• I appreciate this chance to dialogue (with you). | <ul style="list-style-type: none">• Though we have differing points of view, I'm very hopeful we can work this (issue) out.• Let's (try to) work this out.• I'm hoping we can find a satisfactory compromise. | <ul style="list-style-type: none">• I know we both feel very strongly about this issue, and I hope we can find common ground.• I fully expect we'll be able to find a resolution (to this issue).• I believe we can sort this out. |
|---|---|--|

EXPRESSING THANKS AND APPRECIATION

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• Thanks for all you've done.• I appreciate all your help (on/with this project).• I'm very appreciative of (your assistance). | <ul style="list-style-type: none">• I could not have done this without you. Thanks.• I'm so grateful for your contributions (to this project).• Much thanks for all your help! | <ul style="list-style-type: none">• Your dedication (to this project) has been much appreciated.• I'd like to express my deepest gratitude for your kind assistance. |
|--|--|---|

EXPRESSING AN INTENT TO UNDERSTAND

- | | | |
|--|---|---|
| <ul style="list-style-type: none">• I definitely want to understand your point of view.• I intend to listen carefully to your position. | <ul style="list-style-type: none">• I hope I can come to understand your reasons for your position, and to modify my own position if necessary. | <ul style="list-style-type: none">• Your thoughts/feelings are very important to me.• I greatly value your honest opinion on this issue. |
|--|---|---|
-

EXPRESSING COMPLIMENTS

- Your ability to X is very impressive.
- I was very impressed with your ability to X.
- We are fortunate to have someone with your skill set on our team.
- Your skills are exceptional!
- Few others could have done X as you have. Nicely done!
- I've rarely seen someone X as you have. Great job!

EXPRESSING SYMPATHY/COMPASSION

- You have my deepest sympathy.
- I'll always be here for you.
- I'd like to express my deepest sympathy during this difficult time (you're experiencing).
- Just let me know if there is anything I can do to lessen your pain/burden.

EXPRESSING APOLOGIES

- I deeply apologize for the way I hurt you. It won't happen again.
- I now recognize the pain I've caused you. I'm so very sorry.
- I was wrong. You were right. I'm so sorry.
- I'm very sorry. Is there any way I can make it up to you?
- I want to deeply apologize for the way I acted. It was very inconsiderate of me.
- I deeply regret hurting you in this way. Please forgive me.
- I'm sorry I destroyed your trust in me. I hope I can regain your trust in the future.
- Your anger at me is completely justified. I've let you down. I hope you can give me another chance.

EXPRESSING OFFENSE

- Your words/actions were very hurtful.
- I am uncertain whether I can/should trust you in the future.
- I don't sense you understand how inappropriate your words/action have been.
- I feel you owe me an apology.
- Please understand that I am deeply angered/hurt by your words/actions.
- You have violated my trust.

SUSPENDING/TERMINATING A RELATIONSHIP

- I feel we need to take a break from our relationship. Let's see how we feel after a month.
- I need a break from our relationship. I'll let you know when I'm willing to speak to you again.
- I'm no longer willing to continue in this relationship. I wish you all the best.
- Despite the many good times we've enjoyed together, it appears the only solution is to end our relationship.
- Unfortunately, our relationship is not working. We should go our separate ways.