

The **10** most important words:

“I have a concern I need to share with you.”

The **9** most important words:

“Let’s not look for blame ... let’s look for resolution.”

The **8** most important words:

“Please tell me what you’re feeling right now.”

The **7** most important words:

“How can we resolve this issue together?”

The **6** most important words:

“What can I do to help?”

The **5** most important words:

“Help me understand your concerns.”

The **4** most important words:

“What do you think?”

The **3** most important words:

“I hear you.”

The **2** most important words:

“Thank you.”

The **MOST** important word:

“We”