

Communication & Conflict Cheat-Sheet



For Calmer, Clearer Conversations During Emotional Moments

Contents

Unified Lawyers offers expert family law services with a client-focused and compassionate approach.

Start Here: 3 Calming Phrases That Actually Work 03

10 Calming Phrases For Heated Moments 03

The O.A.E.C. Model: A Conversation Script That Actually Helps 04

Self-Reflection Checklist For Emotional Conversations 04

Final Words From A Therapist 05

Start Here: 3 Calming Phrases That Actually Work

When emotions run hot, it's hard to think clearly. You don't need the perfect response, you need something simple, grounding, and human.

Try one of these:

"Let's pause, I care about this and about you."

1

"We're on the same team against this problem."

2

"I want to hear you. Can we slow this down?"

3

When emotions run hot, it's hard to think clearly. You don't need the perfect response, you need something simple, grounding, and human.

10 Calming Phrases For Heated Moments

These statements are short, honest, and emotionally attuned. Use them when you feel things starting to spiral, or when you want to model respectful disagreement:



Therapist note: You don't have to use all of these. Find 2–3 that feel natural for your voice and practice them until they come easily.

- 1 ***"I want to understand your view, can we slow down?"***
(validation)
- 2 ***"Let's take a breath, I'm still listening."***
(de-escalation)
- 3 ***"I care about this and about you."***
(reassurance)
- 4 ***"Can we pause for a moment and come back?"***
(timeout cue)
- 5 ***"I hear you, and I'm trying to understand."***
(active listening)
- 6 ***"Let's focus on one thing at a time."***
(focus reset)
- 7 ***"I'm feeling overwhelmed. Could we speak calmly?"***
(boundary)
- 8 ***"Your feelings matter. Help me get this right."***
(empathy)
- 9 ***"We're in this together, even if we disagree."***
(unity)
- 10 ***"What do you need from me right now?"***
(solution focus)

The O.A.E.C. Model: A Conversation Script That Actually Helps

When something important needs to be said, but emotions are high, structure matters. The O.A.E.C. model helps you move from tension to collaboration without blame or shutdown.



Example (Shared Chores)

- "I'd like to talk about how we split household stuff. Is now okay?"
- "I know you value a tidy home and consistency."
- "I feel overwhelmed when it all falls to me. I need more balance."
- "Could we try alternating weeks or a shared list?"

This model keeps you both in problem-solving mode, not attack/defend mode.

Self-Reflection Checklist For Emotional Conversations

Before, during, and after a tough discussion, check in with yourself. Not to judge, but to build awareness.

Before You Speak:

- Have I taken three deep breaths?
- Am I assuming their intent, or asking?

During The Conversation:

- Is my voice calm and body open?
- Am I listening to understand, not to "win"?

After It's Over:

- What part of my message landed well?
- What did we agree on, even if it's small?
- One thing I'll try differently next time: _____

Final Words from a Therapist

The truth is: most communication “failures” aren’t about the topic, they’re about how safe each person feels while talking.

And the good news? That safety can be rebuilt. One word, one breath, one repaired moment at a time.

These tools won’t make every argument disappear. But they *will* help you show up with more calm, more clarity, and more compassion, even when it’s hard.

You don’t have to be perfect. Just present. That’s enough to start changing everything.

Find your closest
Unified Lawyers office



Address

Sydney CBD

Level 5, 299 Elizabeth Street, Sydney NSW 2000

Bondi Junction

Level 22, Suite 2201, Tower Two Westfield, 101 Grafton Street, Bondi Junction NSW 2022

North Sydney

Level 25, 100 Mount Street, North Sydney NSW 2060

Miranda

Level 4, 29 Kiora Road, Miranda NSW 2228

Parramatta

Level 14, Suite 1428, 3 Parramatta Square, 153 Macquarie Street, Parramatta NSW 2150

Marrickville

Suite 3, 369 Illawarra Road, Marrickville NSW 2204

Brisbane CBD

Level 19, 10 Eagle Street, Brisbane City QLD 4000

Gold Coast

Level 13, 50 Cavill Avenue, Surfers Paradise, Gold Coast, QLD 4217

Melbourne CBD

Level 40, 140 William Street, Melbourne VIC 3000

Tel

+1300 667 461

Mail

info@unifiedlawyers.com.au
