

Figure 7.2: PACTS Communication Skills to Manage Conflict

P	Paraphrase	“Did I hear you say . . . ?” “This is what I heard you say . . .”
A	Affirm	“I appreciate how you . . .” “I am pleased that you . . .”
C	Clarify	“My example is . . .” “To be specific, I . . .”
T	Try options.	“I’d like you to try to . . .” “I think you can . . .”
S	Share feelings.	“I feel that . . .” “I’m concerned that . . .”