# STAY CALM UNDER PRESSURE: PHRASE BANK

Here’s your cheat sheet of leadership phrases to use when emotions run high or a pause is needed. Choose 2–3 to try this week.

| Situation | Phrase Option 1 | Phrase Option 2 |
|---|---|---|
| **Need time to reflect** | “That’s helpful context—let me reflect and circle back.” | “I want to give this the thought it deserves—can I get back to you?” |
| **Emotions are high** | “Let’s revisit this tomorrow with fresh eyes.” | “This is important—I want to come back to it with a clear head.” |
| **Acknowledging input respectfully** | “Thanks for raising that—let’s talk it through properly.” | I appreciate your perspective. Let’s explore it more together.” |
| **Feeling defensive but want to stay calm** | “That’s an important point. I want to understand more.” | “I hear you—let’s unpack it calmly.” |
| **When conflict or challenge arises** | “Let’s figure this out together, step by step.” | “We don’t need to agree yet—let’s take it one layer at a time.” |
| **Caught off guard in public or in a meeting** | “Let’s connect right after this—I want to understand fully.” | “Good question. Let’s dig into that offline so we can do it justice.” |
| **When a team member is venting or emotional** | “It sounds like a lot—how can I support you right now?” | “Let’s take a breath together and work through it.” |
| **When you need to say no gently** | “I see where you're coming from—and I need to take a different route here.” | “That’s not going to work right now, but I’m open to other ideas.” |

Choose your go-to responses. Write down 2 or 3 you’ll practice this week:

1. 
2. 
3. 