

The Conflict Script

A Simple Framework to Prevent Arguments from Spiralling

Conflict itself does not destroy relationships; rather, it is unclear communication that causes harm. When tension rises between people, many instinctively react, defend themselves, or attack, rather than taking the initiative to lead the conversation.

The following framework offers a concise method to remain grounded, halt escalation, and swiftly gain clarity.

The first step is to interrupt the existing pattern.

By calmly saying, “Hold on, I want us to actually understand each other, not just fight,” you immediately signal that your aim is connection, not victory.

This statement disarms defensiveness and sets a collaborative tone. After delivering this line, pause to let it resonate.

Next, identify the core issue at hand.

Say, “What I actually want to understand right now is...” and fill in the blank with a single, clear concern. Avoid listing multiple problems; if your issue cannot be stated in one breath, it is not yet sufficiently clear.

The third step is to own your part in the situation.

Simply acknowledge, “Here’s what I can own right now...” without feeling compelled to apologise for everything. Naming your piece helps lower the emotional intensity and fosters openness.

You then ask for clarity, not closure, by saying, “What do you need me to understand about this?”

This invitation gives the other person space to express themselves, allowing you to listen without immediately explaining or defending your stance.

Finally, anchor the conversation by affirming, “I hear you. I want us to talk about this without tearing each other apart.” Speak slowly to reinforce the intention of maintaining a constructive dialogue and remind both parties of what truly matters.

When using this script, remember that memorisation of every line is not necessary. Instead, focus on the structure: Interrupt, Identify, Own, Ask, and Anchor.

Speak in a calm, low tone, pausing after each section.

If emotions run too high, suggest taking a ten minute break before resuming the conversation.

While mastering this approach will not resolve every disagreement, it will prevent arguments from escalating and create space for genuine resolution.

The script is a tool to support more effective communication, but true transformation comes from learning to lead challenging conversations with clarity, strength, and composure.

If you are ready to break the cycle of recurring, painful disputes, consider booking a one-to-one session with me by dropping me an email at www.sanctalucerna.com/contact.