



1 OBSERVATION "When I (see, hear, recall) _____ "

O

Separate from any evaluation. State only what could be recorded by a camera or tape recorder.



2 FEELINGS "I feel _____ "

F

Take your time to identify true feelings. Separate feelings from any head thought that may be going on (*I feel like...* or *I feel as if...*) or words that may include the other party (*I feel he...* or *I feel you...*) or thoughts sometimes used as feelings that imply your feelings are caused by another person (manipulated, ignored, shut-down, etc.).



3 NEEDS "...because I _____ "

N

State the need or value behind the feeling. Often the words "would like" after the "I" are effective, or simply "because I need" or "value."



4 REQUEST "Would you be willing to _____ "

R

What do you want from the other person or yourself right now? Use positive action language so your request is do-able and attach a timeframe when possible. Check with yourself (to determine that it is a request, not a demand).

Requests can be solution- or process-oriented.

- *Solution request* (specific, do-able, with timeframe), for example:
Would you be willing to hand me the document by 4 pm today?
Would you be willing to visit Grandma with me Tuesday evening?
- *Process request* (specific, do-able, invites another round of dialogue), for example:
Would you be willing to tell me what you heard me say?
Would you be willing to tell me how you feel when you hear me say that?
Would you like to tell me what you wished would have happened differently?
Would you be like to explore possible solutions?
Would you tell me if this sounds to you like a request or a demand?