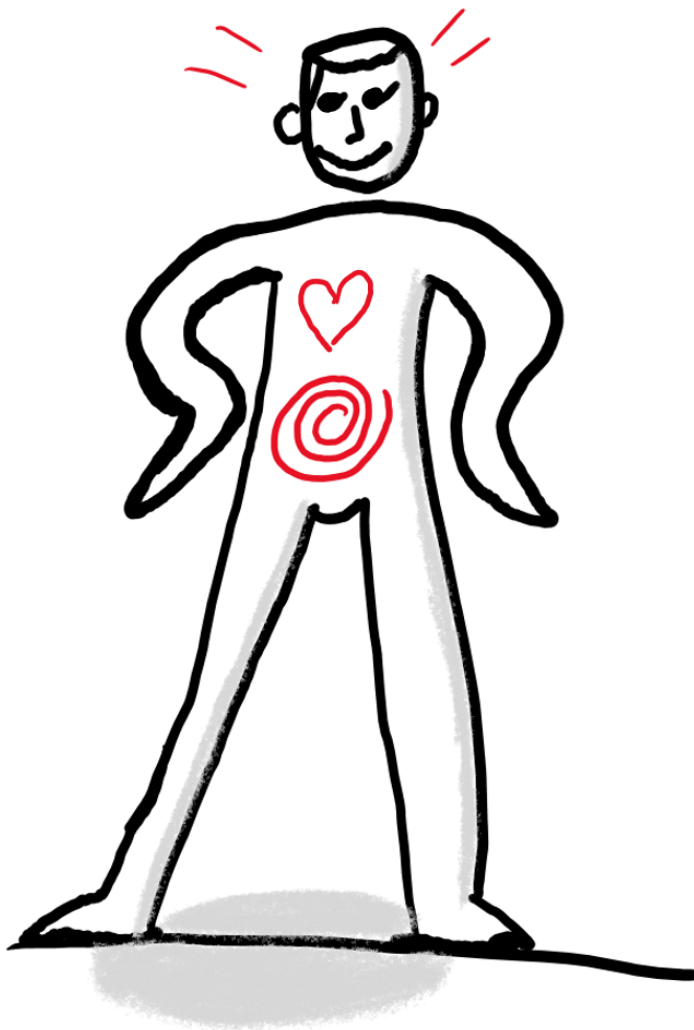




Four steps of positive communication

My world – self-expression



1. Observation

What happened? (Facts)

When I see/hear, that...

2. Feeling

How do I feel right now? How do you feel right now?

... then I feel...

3. Needs

What do I need right now? What do you need right now?

because I need... / because... is important to me.

4. Request

What should happen now?

I will now...

Would you please...? / Could you... ? please...?



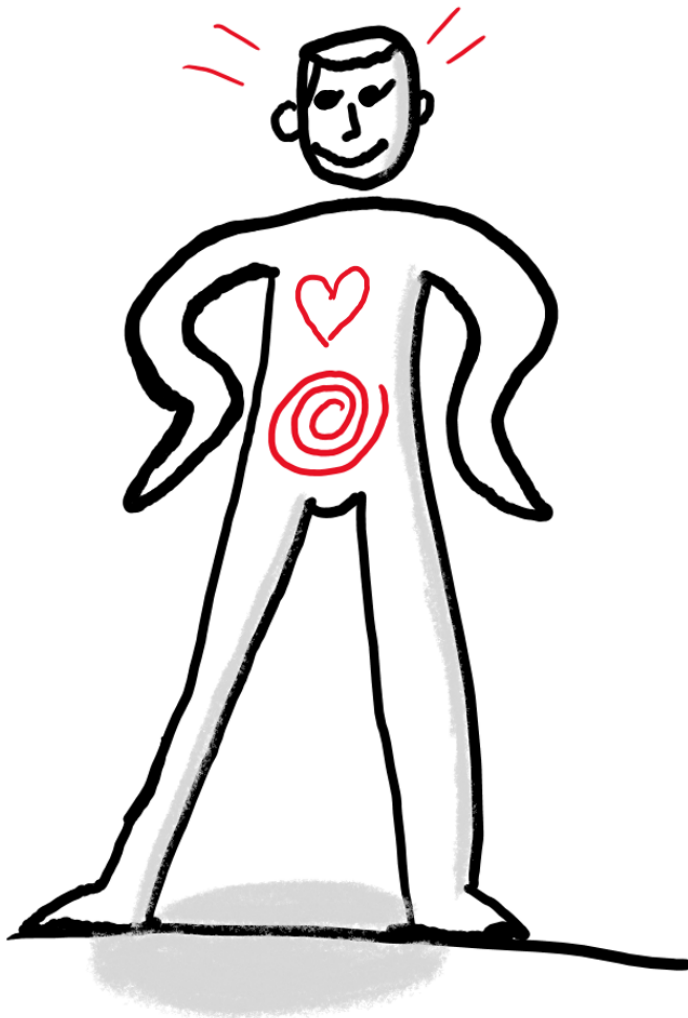
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Four steps of positive communication

Understanding your world

Listening



1. Observation

What happened? (Facts)

When you see / you hear, that....

2. Feeling

How do I feel right now? How do you feel right now?

Then you are...

3. Need

What do I need right now? What do you need right now?

Because you need... / because.... is important to you.

4. Request

What should happen now?

Would you like, that... ?



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