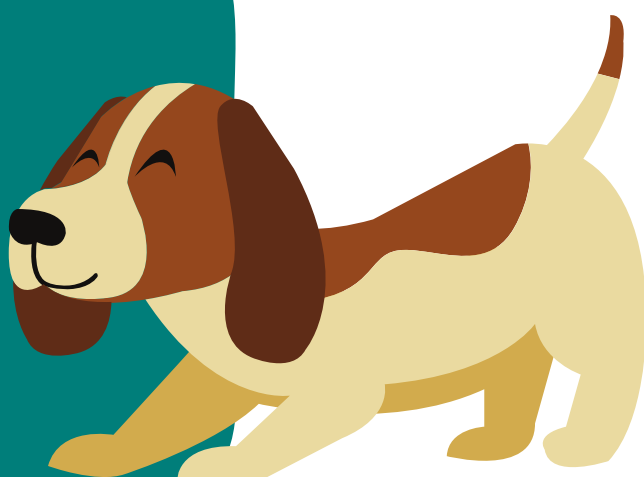


NONVIOLENT COMMUNICATION

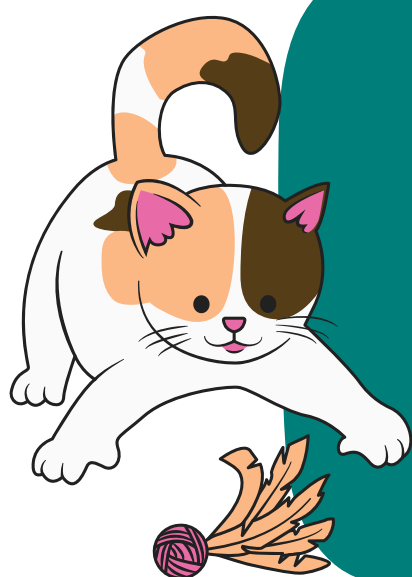
1 Observe With Focused Clarity

State your observation of the behaviour by **specifying what you are seeing** or what is creating challenge in the specific interaction instead of generalizing.



2 State Feelings With Observation

As you state the observation, state the feelings associated with the observation and **accept responsibility for your feelings**. Be specific in the feelings you are identifying.



3 Identify the Needs Connected to the Feelings

Be **honest** and **vulnerable** - focus on stating your need clearly and leave space for a collaborative response. Be careful to not make any demands - simply state the need you have based on the feelings.



Request Specific Behaviour

4

Ask for specific behaviour in a manner that is **clear** and **actionable**. Be open to negotiation to support resolution. It is important to state the outcome behaviour utilizing **positive language**.

