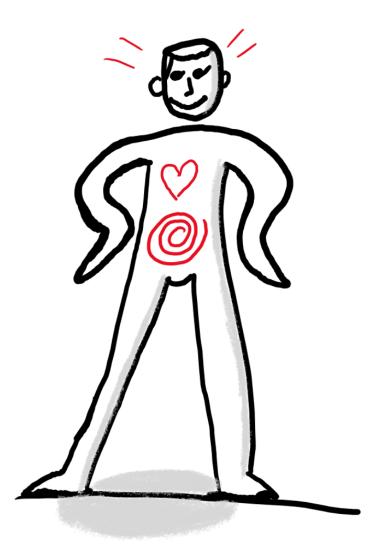






## Four steps of positive communication

### 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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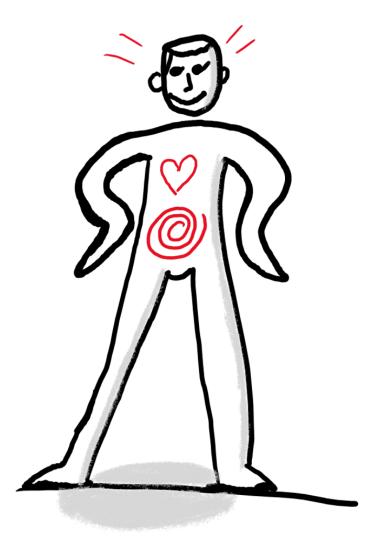








# Four steps of positive communication Understanding your world Listening



### 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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