Clearly expressing how <u>Lam</u> without blaming or criticizing Empathically receiving how you are without hearing blame or criticism

OBSERVATIONS

 What I observe (see, hear, remember, imagine, free from my evaluations) that does or does not contribute to my well-being;

"When I (see, hear) . . . "

 What you observe (see, hear, remember, imagine, free from your evaluations) that does or does not contribute to your well-being:

"When you see/hear . . . "
(Sometimes unspoken when offering empathy)

FEELINGS

 How I feel (emotion or sensation rather than thought) in relation to what I observe:

1/cd...

 How you feel (emotion or sensation rather than thought) in relation to what you observe: "You feel . . ."

NEEDS

 What I need or value (rather than a preference, or a specific action) that causes my feelings:

"...because I need/value..."

 What you need or value (rather than a preference, or a specific action) that causes your feelings:

"... because you need/value ..."

Clearly requesting that which would enrich my life without demanding Empathically receiving that which would enrich your life without hearing any demand

REQUESTS

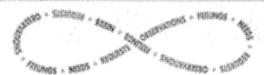
The concrete actions I would like taken:

"Would you be willing to . . . ?"

The concrete actions you would like taken:

"Would you like . . . ?"

Constitutes and the state of the state of



Marshall B. Rosenberg. For more information about Marshall B. Rosenberg or the Center for Nonviolent Communication please call 1-818-957-9393 or visit www.CNVC.org.