

Clearly expressing
how **I am**
without blaming
or criticizing

Empathically receiving
how **you are**
without hearing
blame or criticism

OBSERVATIONS

1. 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) . . ."

1. 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

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

"I feel . . ."

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

"You feel . . ."

NEEDS

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

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

3. 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

4. The concrete actions I would like taken:

"Would you be willing to . . . ?"

4. The concrete actions you would like taken:

"Would you like . . . ?"

(Sometimes unspoken when offering empathy)

