

Nonviolent Communication

Observations → Observations involve identifying the situation or the action that is either pleasing or problematic to you.

Instead of saying, "You're always late," say
"I **observed** that you've arrived after the
scheduled time for the last three
meetings."

"I observed..."

Feelings → Feelings describe your emotional state in response to your observations.

Instead of saying, "You make me angry,"
say, "I **feel** frustrated when meetings start
late."

"I feel..."

Needs → Needs refer to the underlying requirements or values that generate the feelings.

Instead of saying, "You need to be
punctual," say, "I **have a need** for
punctuality."

"I have a need for..."

Requests → Requests are explicit asks for actions that can meet your needs without demanding or imposing.

Instead of saying, "Be on time," say,
"**Would you consider** arriving five
minutes before our next meeting?"

"Would you consider..."