



RELATIONSHIP COMMUNICATION FRAMEWORK

4 Steps to communication for the **Giver** are listed below.

1) Observe and state to the other person the **Specific, Exact, Objective** words or actions that bothered you.

"When you said _____" (or) "When you decided to _____"

2) Name how you feel.

"I felt _____ (name emotion)." (sad / alone / disconnected / disrespected)

3) State your need / how you would like to feel.

"My greatest need is to _____ (feel valued / important, be respected, feel supported, feel secure, feel trust etc.)"

"What I want to feel is _____."

4) Make a request / Offer alternative behavior

"I would like it if you would / could...." **NO** (This starter phrase can feel parental or patronizing. I do not recommend this starter language.)

"It might help me to feel this if you...." **YES** (This starter is an invitation, it's collaborative, it's a conversation about alternatives.)

The practice is first **Giver** shares how they feel using the structure (#1 - #4) and then **Receiver** will:

Mirror back the message using "I heard you say _____"

Validate with logical reasoning such as: "I can understand _____." or "It makes sense that _____."

Empathize showing understanding of why it might be difficult for him / her.
Imagine that negative emotion for yourself or put yourself in his / her shoes.