

# THE FOUR BASIC STEPS

## COLLABORATIVE COMMUNICATION [NVC]

### EXPRESSING

With Authenticity

#### Observations

EXPRESSING what I am observing (seeing, hearing, remembering, imagining) free of judgment or evaluation:

- **When I hear, see, think about, see....”**

#### Feelings

EXPRESSING honestly by sharing what I’m feeling free of judgment:

- **I feel...**

#### Needs

EXPRESSING with authenticity my core needs/values free of strategy:

- **Because I need/value...**

#### Requests

Expressing my present request free of demand with CONNECTION:

**\*Would you be willing to tell me...**

...what you heard me say? **OR**

...how you feel hearing me say this?

**OR**

---a “concrete, positive, doable” (“CPD”) request

### RECEIVING

With Empathy

#### Observations

RECEIVING with empathy what the other person is observing (seeing, hearing, remembering, imagining):

- **When you hear, see, think about, see....”**

#### Feelings

RECEIVING with empathy what the other person is feeling:

**\*Do you feel... ?**

#### Needs

RECEIVING with empathy the other person’s needs/values:

**\*Because you need/value... ?**

#### Requests

RECEIVING with empathy the other person’s request:

**\*And would you like me to tell you...**

...what I heard you say? **OR**

...how I feel about what I heard you say?

**OR**

--- a “concrete, positive, “doable,” (“CPD”) request

