

From Conflict to Cooperation

Week 3 Handout: Conscious Communication Template

1. Observation

2. Feeling

3. Need

4. Request

*"When I see/hear/smell _____,
I feel _____, because
I have a need for _____.
Would you be willing to _____?"*

Practice this script as often as possible.

It gets easier with practice.

Drop your expectations.

